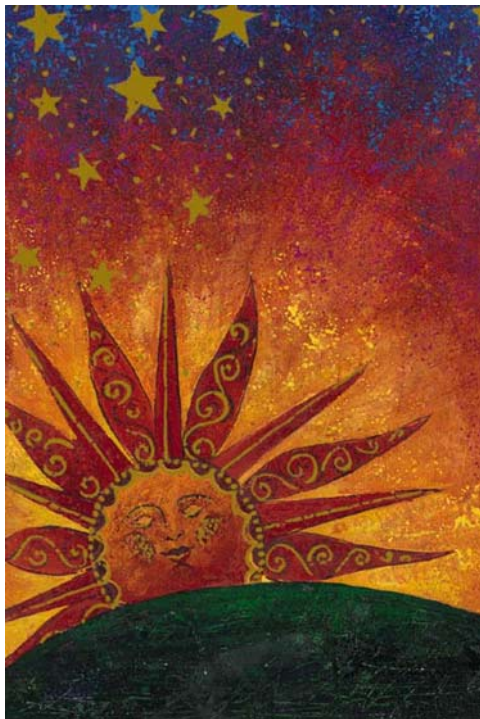


*State of New Hampshire  
Bureau of  
Education and Training*



Training Opportunities

*September 2004 – February 2005*

[www.nh.gov/hr](http://www.nh.gov/hr)

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# Course Offering Directory

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## Class Calendar

For complete description, course fee, time and location of specific classes, please see the Course Offering Directory above. (Click on a page number to go directly to the description.)

Sep. 2	Preventing Workplace Harassment
Sep. 2 & 3	Business Writing in Plain English
Sep. 2 & 3	Macromedia Flash MX Level I
Sep. 3	Do's and Donuts
Sep. 7 & 8	Microsoft FrontPage Level I
Sep. 8, 9 & 10	Supervising Employee Performance (CPS Tracks 1 & 2)
Sep. 9	Project Management (CPM – all Tracks)
Sep. 9 & 10	Intuit QuickBooks Pro Level I
Sep. 13	Proofreading
Sep. 13	Basic PC Skills
Sep. 13 & 14	Managing Conflict Seminar
Sep. 13 – Oct. 18	A+ Hardware & Operating System Technician
Sep. 14	Collective Bargaining (CPM – all Tracks)
Sep. 14 & 15	Introduction to Personal Computers
Sep. 15, 16 & 17	Supervising Employee Performance (CPS Tracks 3 & 4)
Sep. 16	Introduction to Windows
Sep. 20 & 21	Managing Conflict Seminar
Sep. 20, 21 & 22	Cisco Network Devices
Sep. 21	Collective Bargaining (HRM)
Sep. 20 & 21	Access Database Design
Sep. 22 & 23	Using Microsoft PowerPoint
Sep. 22, 23 & 24	Supervising Employee Performance (CPS Tracks 5 & 6)
Sep. 22, 23 & 24	Strategic Planning
Sep. 23 & 24	Microsoft Publisher Level I
Sep. 27 & 28	Adobe Illustrator Level I
Sep. 28	Internet Explorer
Sep. 29	Research on the Internet
Sep. 29, 30 & Oct. 1	Supervising Employee Performance (HRM & Open)
Sep. 29, 30 & Oct. 1	Macromedia Dreamweaver MX Level II
Sep. 30	Word Merge Workshop
Oct. 1	Word Booklets and Brochures
Oct. 4	Creating a Positive Organizational Culture
Oct. 4	Introduction to Microsoft Outlook
Oct. 5	E-Mail Workshop
Oct. 4 & 5	Microsoft Visio Professional Level I
Oct. 5, 6 & 26	Project Management (CPM – all Teams)
Oct. 6 & 7	Excel Macro Workshop
Oct. 6, 7 & 8	Creative Problem Solving (CPS Tracks 1 & 4)
Oct. 6, 7 & 8	Extending Microsoft Access with VBA
Oct. 7 & 8	Business Writing in Plain English
Oct. 12	Legislative Process (CPM)
Oct. 12	Ethics & Integrity in Managing Government Programs
Oct. 12	Excel Formula Workshop
Oct. 12, 13, 14 & 15	Linux (Level I) Fundamentals

Oct. 13	Access Query Design Workshop
Oct. 13, 14 & 15	Creative Problem Solving (CPS Tracks 2 & 6)
Oct. 14 & 15	Assertive Communication
Oct. 18	Conducting Effective Meetings
Oct. 18	Grant Writing
Oct. 18 & 19	Project Management Fundamentals
Oct. 18 & 19	Microsoft Word Level I
Oct. 19, 20 & 21	Confined Space
Oct. 20	Plan Your Retirement Early
Oct. 20 & 21	Microsoft Excel Level I
Oct. 20, 21 & 22	Creative Problem Solving (CPS Tracks 3 & 5)
Oct. 21	Data Recovery
Oct. 22	Do's and Donuts
Oct. 25	Dealing with Difficult People
Oct. 25, 26, 27 & 29	Introduction to Web Development Using HTML, PHP & MySQL
Oct. 25 – Nov. 26	Network+ Technician
Oct. 26 & 27	Microsoft Excel Level I
Oct. 27	Dept. of Labor Rules & Regulations (Safety, HRM & Open)
Oct. 27	Return to Work Program (Safety, HRM & Open)
Oct. 27, 28 & 29	Creative Problem Solving
Oct. 28	Computer Forensics
Oct. 28 & 29	Microsoft Access Level I
Nov. 1	Grammar Clinic
Nov. 1 & 2	Assertive Communication
Nov. 1 & 2	Microsoft Access Level I
Nov. 1 & 2	Microsoft Project 2000 Level I
Nov. 3	Preventing Workplace Harassment
Nov. 3 & 4	Microsoft Word Level II
Nov. 3 & 4	Adobe PageMaker Level I
Nov. 3 & 4	Intro to Continuous Process Improvement (CPS Tracks 1 & 6)
Nov. 3, 4, 5, 18 & 19	Executive Leadership Institute
Nov. 5	Optimizing Your Web Site for Search Engines
Nov. 8 & 9	Adobe Acrobat
Nov. 8, 9 & 10	Applied Management Techniques
Nov. 8 & 10	Access Database Design Workshop
Nov. 9	Grant Writing
Nov. 9 & 10	Intro to Continuous Process Improvement (CPS Tracks 2 & 5)
Nov. 10 & 12	Microsoft Visio Professional Level I
Nov. 12	Do's and Donuts
Nov. 15	Effective Front Line Customer Service
Nov. 16	Plan Your Retirement Early
Nov. 16	Computer Forensics
Nov. 16 & 17	Intro to Continuous Process Improvement (CPS Tracks 3 & 4)
Nov. 17	Accident Reporting & Investigation (Safety, HRM & Open)
Nov. 17	Effective Joint Loss Mgmt. Committee (Safety, HRM & Open)
Nov. 17 & 18	Microsoft Excel Level II
Nov. 18	State Budget & Purchasing
Nov. 18	Data Recovery
Nov. 19	Listening Skills
Nov. 22 & 23	Introduction to Continuous Process Improvement
Nov. 22 & 23	Microsoft Access Level II
Nov. 22 & 23	Microsoft Project 2000 Level II
Nov. 22, 23 & 24	Effective Management Communication

Nov. 24	Microsoft PowerPoint Features & Applications Seminar
Nov. 29	Grant Writing
Nov. 29 & 30	Crystal Reports Level I
Nov. 30, Dec. 1 & 2	Organizing for Project Management
Dec. 1 & 2	Microsoft Word Level III
Dec. 1, 2 & 3	Macromedia Dreamweaver MX Level I
Dec. 3	Excellence in Supervision: the CPS Capstone (Tracks 1 & 3)
Dec. 6	Motivation
Dec. 6	Mastering Multiple Projects, Priorities & Demands (new)
Dec. 7, 8 & 9	Critical Thinking for Managers (CPM Tracks 2 & 3 and Open)
Dec. 8	Preventing Workplace Harassment
Dec. 8	Indoor Air Quality
Dec. 8	Using Numbers to Persuade and Inform
Dec. 8 & 9	Microsoft Excel Level III
Dec. 8 & 9	Intuit QuickBooks Pro Level II
Dec. 10	Excellence in Supervision: the CPS Capstone (Tracks 2 & 4)
Dec. 10	Web Publishing Overview
Dec. 10	Do's and Donuts
Dec. 13	Introduction to Time Management
Dec. 13 & 14	Microsoft Access Level III
Dec. 14, 15 & 16	Critical Thinking for Managers (CPM Tracks 1 & 4 and Open)
Dec. 15 & 16	Excel Macro Workshop
Dec. 15-17 & 20-22	Project Management Professional
Dec. 17	Excellence in Supervision: the CPS Capstone (Tracks 5 & 6)
Dec. 20 & 21	Enhancing Web Pages with JavaScript
Dec. 22 & 23	Crystal Reports Level I
Dec. 27	Internet Explorer
Dec. 27, 28, 29 & 30	Manipulating Data with SQL
Dec. 28	Research on the Internet
Dec. 29	Word Merge Workshop
Dec. 30	Word Booklets and Brochures Workshop
Jan. 3 & 4	Microsoft Visio Professional Level II
Jan. 3 & 4	Understanding & Valuing Differences (FSCP)
Jan. 5, 6, 7 & 10	Introduction to Web Development Using HTML, PHP & MySQL
Jan. 6	CPS Mentor Training
Jan. 6	Introduction to Microsoft Outlook
Jan. 7	Grant Writing
Jan. 7	E-Mail Workshop
Jan. 10	Project Review & Feedback (CPM presentation – all Teams)
Jan. 10 & 11	Using Microsoft PowerPoint
Jan. 10 & 11	Left/Right Brain
Jan. 10 – Feb. 14	A+ Hardware & Operating System Technician
Jan. 11, 12 & 13	Linux (Level 2) System Administration
Jan. 12	Health & Safety Management
Jan. 12	Health & Safety Program Development
Jan. 13	CPS Orientation
Jan. 14	Web Publishing Overview
Jan. 14	State Budget & Purchasing (CPM - State Employees Only)
Jan. 18	Interviewing Techniques (FSCP)
Jan. 18 & 19	Microsoft Word Level I
Jan. 18 & 19	Microsoft FrontPage Level I
Jan. 20	CPS Orientation
Jan. 20 & 21	Crystal Reports Level II



Jan. 20 & 21	General Accounting Principles
Jan. 24 & 25	Project Management Fundamentals
Jan. 25 & 26	Microsoft Excel Level I
Jan. 27	Data Recovery
Jan. 27	Graduation for CPS, FoS and Safety Programs
Jan. 31 & Feb. 1	Macromedia Fireworks MX Level I
Feb. 1 & 2	Microsoft Access Level I
Feb. 1, 2 & 3	Supervising Employee Performance (FSCP)
Feb. 2 & 3	Microsoft Project 2000 Level I
Feb. 4	Optimizing Your Web Site for Search Engines
Feb. 7 & 8	Microsoft Word Level II
Feb. 7, 8, 9 & 10	Advanced Web Development Using PHP & MySQL
Feb. 8 & 9	Project Consultations & Team Meetings (CPM – all Teams)
Feb. 8	Myers-Briggs Type Indicator (CPS Tracks 1 & 2)
Feb. 9	Fire & Life Safety Awareness
Feb. 9	Emergency Planning
Feb. 10	Dealing with Difficult People
Feb. 14 & 15	Access Database Design
Feb. 15	Myers-Briggs Type Indicator (CPS Tracks 3 & 4)
Feb. 15	Computer Forensics
Feb. 15, 16 & 17	Confined Space
Feb. 22	Myers-Briggs Type Indicator (CPS Tracks 5 & 6)
Feb. 22 & 23	Microsoft Excel Level II
Feb. 22 & 23	Microsoft Project 2000 Level II
Feb. 23 – Mar. 28	Network+ Technician
Feb. 24 & 25	Adobe Illustrator Level I
Feb. 24	Myers-Briggs Type Indicator
Feb. 28 & Mar. 1	Macromedia Flash MX Level I
Mar. 2 & 3	Microsoft Access Level II
Mar. 4	Microsoft PowerPoint Features & Applications Seminar
Mar. 7 & 8	Microsoft Word Level III
Mar. 7, 8 & 9	Extending Microsoft Access with VBA
Mar. 10 & 11	Adobe Illustrator Level II
Mar. 15	Data Recovery
Mar. 15 & 16	Microsoft Excel Level III
Mar. 16	Ergonomics
Mar. 16	Safety Inspection Programs

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# Mission Statement

State of New Hampshire  
Division of Personnel  
Bureau of Education and Training

## Mission



The mission of the Division of Personnel, Bureau of Education and Training, is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire.

## Guiding Principles

To meet our mission, the Bureau is committed to continuous improvement through the following principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to government agencies.
- Providing training specified by RSA 21-I:42.

---

### Staff

Peter G. Gamache, Director, GBO  
Monika Bissell, Staff Development and Training Specialist  
Dennis Martino, Staff Development and Training Specialist  
Ray Sourdif, Staff Development and Training Specialist  
James Ramanek, Computer Trainer/Program Developer  
Ruth Viola, Program Assistant

### Cadre of Trainers

Listed below are individuals we would like to thank for taking time out of their very busy schedules to provide training for state employees. Their help is essential to the success of our program.

*Eileen Bernard, Katharine Daly, EAP Staff, Doug Smith, Jacqueline Beaman, Roxanne Juliano, Bonny John, Bob Lawson, Mary Ann Steele, Cheryl Killam, Sheri Walter, Sara Willingham.*

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# Registration Policy

- Bureau of Education and Training workshops and seminars are for all state, county, and municipal employees. Registration is on a first-come, first-served basis.
- Applications should be made on a Bureau of Education and Training registration form. Please complete each section and obtain required signatures. For courses with fees, follow the REGISTRATION SCHEDULE on the next page.

**If your department is paying for you to attend a course, it is important that a copy of your registration form be forwarded to your payroll officer to insure that payment is made.**

- To insure participants have the best possible learning experience, we limit class sizes. Therefore, we may not be able to accept everyone who applies for a program. Applicants who are not admitted to a program are placed on a waiting list and given preference for the same program at a later date.
- Workshops need the minimum number of people specified in the catalog to be presented. In the event that fewer than the minimum are enrolled, the workshop will be canceled and those signed up will be notified either in writing or by phone.
- Applicants will be notified of enrollment status approximately 10 days prior to the start of the course. If you have not heard from us by that time, please call us at 271-1434.
- Being admitted to a program means we are holding a place for you. If you find that you cannot attend, please let us know as soon as possible.
- The Bureau of Education and Training wishes to provide equal training opportunities to all participants. This includes providing equal access to training facilities. Please let us know, in advance, if you require any special needs so that appropriate accommodations can be made.

**NOTE:** Your agency may have additional registration procedures. Please check with your supervisor for more information regarding registering for programs.

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# Registration Schedule and Form

To process payment for course registration, please use the following procedure:

**State agencies:**

- Process payment on an **intra-governmental payment voucher (PV)** using the following information:  
**Object Code: 0803**  
**Seller Account Dist: Fund 010**  
**Agency: 014**  
**Organization: 1048**  
**Revenue Source: 7483**
- Include the class code under "vendor invoice info" and enter either participant name or number of participants (if more than one participant) under "description".
- Attach a copy of the PV to the registration form and forward to the Bureau of Education & Training.

**Counties, municipalities, and employees paying for their own courses:**

Attach a check made payable to **Treasurer, State of NH** to the registration form and forward to: Bureau of Education and Training, 25 Capitol St., Concord, NH 03301.

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## Bureau of Education and Training Registration Form

**Return to:** Bureau of Education and Training  
New Hampshire Division of Personnel  
25 Capitol Street, Concord, NH 03301  
**Fax: (603) 271-1422**

**YOU MAY PHOTOCOPY THIS FORM.**

Course Title: \_\_\_\_\_ Course Code: \_\_\_\_\_

Course Date(s): \_\_\_\_\_ Cost: \_\_\_\_\_

Name: \_\_\_\_\_ Work Phone #: \_\_\_\_\_  
(Please print name as it should appear on Certificate)

Department: \_\_\_\_\_ Division: \_\_\_\_\_

Work Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Name & Title of Immediate Supervisor: \_\_\_\_\_

Authorizing Signature of Supervisor: \_\_\_\_\_

Have you met the prerequisite(s) for this course, if any? Yes \_\_\_\_\_ No \_\_\_\_\_ N/A \_\_\_\_\_

**PLEASE NOTE:** *It is your responsibility to attend all classes or send a replacement. For courses longer than one day, the person enrolled in the first session must attend all classes; classes cannot be split between individuals. Call 271-1434 (Ruth Viola) at least 5 working days prior to the start of your class to notify of any change.*

**EMPLOYEE SIGNATURE:** \_\_\_\_\_

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## Directions to Program Locations

### Directions to Administrative Services Data Center (ASDC)

Located at 27 Hazen Drive. From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Loudon Road. Go over the bridge and past the Everett Arena. Proceed in the left hand lane to the set of lights at the top of the hill where you will turn left onto Hazen Drive. Turn left at the entrance for Administrative Services Data Center. Follow this road to the back parking lot of the Health and Human Services Building where there are two flagpoles. This is the area where you will be entering the building. Parking after 8:30 can be difficult. Do **NOT** park in a reserved space. If you get lost, call 271-3761 and ask for directions.

From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left toward Loudon Road. Go over the bridge and past the Everett Arena. Proceed in the left hand lane... (see directions above).

From **Route 4** get onto **I-393 west** and take **exit 2**. Turn left onto East Side Drive. At the 2<sup>nd</sup> light turn right onto Hazen Drive. Turn right at the entrance for the Administrative Services Data Center. Follow this road... (see directions above).

### Directions to Franklin Pierce College

Located at 5 Chenell Drive. From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Loudon Road. Go over the bridge and past the Everett Arena. Proceed in the right hand lane to the set of lights at the top of the hill. Go straight through lights and take your first **right** onto Blodgett Road (turn is just **after** Colebrook Savings Bank and just **before** Wendy's Restaurant), which becomes Pembroke Road as soon as you go around the corner. Follow Pembroke Road past Sprague Electric. Chenell Drive is on the right.

From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left toward Loudon Road and go straight over the bridge and past the Everett Arena. Proceed to the set of lights... (see directions above).

From **Route 4** get onto **I-393 west** and take **exit 2**. Turn left onto East Side Drive. Proceed through the lights at the Loudon Road intersection. Turn left onto Pembroke Road at the first stop sign and follow past Sprague Electric. Chenell Drive is on the right.

### Directions to the TechMarket Training Center

Located at Prescott Park, 105 Loudon Road in Concord. From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Loudon Road. Go over the bridge and past the Everett Arena. Proceed straight through lights at the top of the hill. Prescott Park is the set of brick buildings directly after Dunkin' Donuts on your left. The entrance to the parking lot is immediately after the last brick building. Training rooms are on the third floor of Building 3 (the building on the left when facing them from the road).

From **I-93 going south** take **exit 14** towards Route 9/Loudon Road. Turn left onto Loudon Road. (Follow directions above.)

From **Route 4** get onto **I-393 west** and take **exit 2**. Turn left onto East Side Drive. At the 2<sup>nd</sup> light turn right onto Hazen Drive and proceed to Loudon Road. Turn left at the intersection... (see directions above).

## Directions to NH Technical Institute

From **I-93 coming north**, take **exit 14**. Go straight across the intersection onto Fort Eddy Road. Continue going straight, following directions to the NH Technical Institute.

From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left toward Loudon Road. Take the second left onto Fort Eddy Road. Continue going straight... (see directions above).

From **Route 4 get onto I-393 west** and take **exit 1** (Fort Eddy Road). Follow directions to the NH Technical Institute.

**For your information...** Meals are not included in the workshop fee for NHTI; however, participants may choose to eat lunch in the cafeteria (Little Hall), or in the Snack Bar (Sweeney Tech. Center). Snacks for morning and afternoon breaks will be provided.

## Directions to the Army National Guard Training Site in Center Strafford

From **I-93 North or South**, take **exit 15** to **I-393**. Take I-393 to Route 4 headed toward Durham. At the Epsom Traffic Circle/Rotary, go  $\frac{3}{4}$  around the circle, taking Route 28 toward Chichester and Alton. Stay on Route 28 until you see Route 126, which is 4-5 miles after Pittsfield. Turn right onto Route 126 and go 9 miles. The training facility will be on your left. You can't miss it! It is well marked and quite large. (Located 30 miles from the center of Concord).

From **Route 4** in Northwood, take **Route 202** toward Dover. Bear left onto Route 202A and follow to Center Strafford. Turn left onto 126 and go  $\frac{1}{4}$  mile. The training center is on your right.

## Directions to Legislative Office Building (LOB) and State House Annex

From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn left onto Bridge Street. For LOB, continue up Bridge Street. Go straight at the Main Street intersection. Turn left onto State Street at the next set of lights. The LOB is directly across the street from the State House. To get to the State House Annex, turn left when you get to Main Street and then take a right onto School Street.

From **I-93 coming south**, take **exit 14**. At the bottom of the ramp, turn right onto Bridge Street. Continue up Bridge Street...(see directions above).

From **Route 4 get onto I-393 west**. Proceed to the end of I-393 and turn left onto No. Main Street. At the third set of lights, turn right onto Bridge Street. Turn left onto State Street at the next set of lights. (see directions above)

# Earn College Credit for Courses in this Catalogue!

The Bureau of Education and Training is working with local colleges to help state, municipal, and county employees earn college credits for courses taken through us.

✂ New Hampshire Technical Institute will award up to 10 college credits toward an Associate's degree at the Institute for people who have successfully completed either level of the New Hampshire Certified Public Manager Program (NHCPMP), sponsored by the Bureau of Education and Training.

✂ Springfield College, Manchester, NH has agreed to award credits towards a Bachelor's degree to any state, municipal, or county employee for the successful completion of training as outlined below.

## Certified Public Supervisor:

SHSB 29	Basic Supervision	3 credits
SHSB 104	Basic Management Skills	3 credits
	Human Service Trainings	2 credits
	<b>Total</b>	<b>8 credits</b>

## Certified Public Manager:

SHSB 101	Administration I	3 credits
SHSB 102	Administration II	3 credits
MGTE 305	Managerial Supervision	3 credits
MGTE 341	Business Management	
	Field Experience	3 credits
MGTE 479	Personnel Management/Human	
	Resources Management	3 credits
	Human Service Trainings	2 credits
	<b>Total</b>	<b>17 credits</b>

✂ The following course transfers have been approved by Franklin Pierce College toward MBA graduate credits. Both the Level I [Certified Public Supervisor Program] and Level II [Certified Public Manager Program] are part of the new agreement. Credit will be awarded according to the formula below:

Level One	GM563	Human Resource Management
Level Two	GM540	Organizational Behavior
	GM335	Managerial Communication

If students are fully admitted to the MBA or MSITM [Certificate] programs, the college will accept Level One for GM563 [3 credits] and Level Two for GM335 and GM540 [3 credits each]. Students must submit proof of successful completion of programs to the Graduate Studies Office to be eligible for these transfer credits.

## **15% discount at Franklin Pierce College for Government Employees!!!!!!!!!!!!!!!!!!!!!!!!!!!!**

Franklin Pierce College and the Department of Administrative Services, Division of Personnel, Bureau of Education and Training have entered into an agreement that provides government employees with a 15% discount on 2004-2005 undergraduate and graduate tuition fees. The agreement is effective September 7, 2004 through July 31, 2006. The current tuition rate [as of July 2004] for graduate courses is \$407.00 per credit and undergraduate courses is \$224.00 per credit. A 15% discount for 2004-2005 will result in \$345.95 charge per graduate credit and \$190.40 charge per undergraduate credit, respectively. In order for this agreement to apply to government employees [state, county and municipal] a minimum of 25 government employees need to be enrolled in courses at Franklin Pierce College's satellite campuses, located throughout the state, during the term of this agreement. State, Municipal and County employees enrolled in the FPC programs prior to September 7<sup>th</sup>, 2004 will not be included in this total, but will receive the discount for classes taken subsequent to September 7<sup>th</sup>, 2004 pursuant to this agreement.

✂ The College for Lifelong Learning (CLL) has agreed to award credits toward a Bachelor's degree at CLL to any state, municipal, or county employee for the successful completion of the courses listed below. You may apply to the CLL for these credits upon completion of the course; however, you will be charged a \$50.00 fee each time you apply, so you may wish to take several courses before applying.

For further information, please call Roxanne Gonzales at the College for Lifelong Learning (271-5450, ext. 1), or Peter Gamache (271-2833) or Monika Bissell (271-1429) at the Division of Personnel.

**3 credits** in Human Behavior and Supervision, lower level [equivalent to MBMT 567].

### **Modules required\*:**

- Recording and Analyzing MSS Data
- Creating the Individual Development Plan
- Introduction to Supervision [sections 1-11]
- Interviewing Techniques
- Supervising Employee Performance
- Personnel Rules Review
- Effective Supervision
- Employee Assistance Program [EAP] [or Providing Employees with Problem Solving Alternatives or Drugs and Alcohol in the Workplace]

**3 credits** in Behavior in Organizations, lower level [equivalent to MGMT 566].

### **Modules required\*:**

- Myers Briggs Type Indicator
- Introduction to Supervision [sections 12-30]
- Introduction to Continuous Process Improvement
- Understanding and Valuing Differences
- Creative Problem Solving

**\*Certificate of Completion for each module is required for validation**



**2 credits** in Professional Communication [meets CLL College Competency requirement in Oral Communication]. **Modules required\*:**

- Assessment Seminar
- Effective Speaking and Presentation
- Effective Management Communication

**4 credits** in Principles of Management [equivalent to MGMT 500].  
**Modules required\*:**

- Assessment Seminar [case study]
- Applied Management Techniques
- Project Management and Operations
- Developing Your Organizational Talent
- Basic Statistical Analysis

**4 credits** in Introduction to Public Administration [equivalent to MGMT 501].  
**Modules Required\*:**

- Personnel Appeals
- The Collective Bargaining Agreement
- The Legislative Process
- ADA, Sexual Harassment, and Workers' Compensation
- State Budget and Purchasing
- Ethics and Integrity in Government
- Rule Making
- Negotiating Techniques

**\*Certificate of Completion for each module is required for validation**

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# Leadership Programs

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## Executive Leadership Institute

**Code:** 029  
**Duration:** 5 days  
**Date:** November 3, 4, 5, 18 & 19, 2004  
**Time:** 9:00 - 4:30  
**Cost:** \$350.00  
**Number of participants:** 20 – 40  
**Facility:** Franklin Pierce College, Rm 323  
**Facilitator:** Sam McKeeman

Successfully leading government organizations [large and small] requires knowledge and skill. This institute focuses on both the knowledge and skills necessary for effective leadership.

As a result of this institute, participants will:

- Understand the difference between management and leadership
- Understand various leadership styles
- Implement organizational leadership and communication techniques
- Explore and understand Whole Systems Design concepts
- Improve team work and inter-group communication and cooperation
- Effectively implement organizational change
- Understand the importance of customer focus
- Recognize the difference and importance of linear vs. non-linear problem solving and implement various organizational problem solving models
- Develop an Individual Leadership Development Plan

**Who can benefit:** All individuals with executive leadership responsibilities can benefit from this institute.

## EXECUTIVE LEADERSHIP INSTITUTE FACILITATOR

Our facilitator, Mr. Samuel McKeeman, is currently a private training and organization development consultant living in Camden, Maine. While most of his clients are from the public sector, he also consults with the private sector and non-profit agencies. Sam was the internal consultant for the State of Delaware from 1994 to 2000, mostly doing organizational improvement work. He has done consulting for various states and local governments in the U.S. and abroad. Sam has worked in Mexico and with delegations from Viet Nam, Ukraine, Venezuela, and South Africa. He is currently working with several states in Bosnia as they create local governance. Sam has been the Special Assistant to a governor in Delaware [1989 to 1993] and been involved with various statewide program start-ups, mostly within the criminal justice system. He is married with one child and enjoys reading, backpacking, and learning. A more in-depth bio is available through Peter Gamache.

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# Management Programs

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## Applied Management Techniques

**Code:** 011  
**Duration:** 3 days  
**Date:** November 8, 9 & 10, 2004  
**Time:** 8:30 – 4:30  
**Cost:** \$50.00  
**Number of participants:** 15 – 25  
**Facility:** Franklin Pierce College  
**Instructor:** Peter Gamache

The supervisor or manager of today is asked to do more with less. This trend is expected to continue. Supervisors and managers must maximize their effectiveness to free up time, energy, and resources for more constructive purposes. The emphasis of this program is on writing an annual plan of action, organizing the action plan, delegating effectively, analyzing problems, and managing interpersonal differences.

**Who can benefit:** All supervisors and managers can benefit from this workshop.

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## Introduction to Continuous Process Improvement

**Code:** 600  
**Duration:** 2 days  
**Date:** November 22 & 23, 2004  
**Time:** 8:30 - 4:30  
**Cost:** \$50.00  
**Number of participants:** 15 - 30  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

This workshop will introduce state employees to the philosophy and techniques of continuous process improvement. The workshop uses videos, demonstrations, and small group interactions to assist participants in:

- Recognizing the cost of poor quality and how to reduce it;
- Identifying opportunities for quality improvement;
- Linking quality improvement to productivity;
- Learning ten basic principles of CPI (TQM) and how to apply them;
- Learning how to use functional analysis and work-process analysis to select, understand, measure, and improve your processes;
- Understanding the tools of CPI;
- Understanding the level of commitment required in implementing CPI.

**Who can benefit:** All employees can benefit from this workshop.

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## Creating a Positive Organizational Culture

**Code:** 032  
**Duration:** 1 day  
**Date:** October 4, 2004  
**Time:** 8:30 - 4:00  
**Cost:** \$40.00  
**Number of participants:** 10 - 25  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

Did you ever have a job that you dreaded going to every day? Did you ever have a job that you loved going to every day? The difference between dreading and loving your job is very often attributable to work environment. What can you do to make your workplace more positive? How do you begin making changes to improve the culture at work? Identifying potential sources of negativity and creating strategies to implement change will be addressed.

**Who can benefit:** All employees

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## Critical Thinking for Managers

**Code:** 034  
**Duration:** 3 days  
**Date:** December 7, 8 & 9, 2004  
December 14, 15 & 16, 2004  
**Time:** 9:00-4:00  
**Cost:** \$120  
**Number of participants:** 10-30  
**Facility:** Franklin Pierce College  
**Instructor:** Peter Gamache

As organizations, government, schools, and businesses face the demands of ever-increasing data and the need for fast and accurate decisions, they are focusing renewed interest on the concept of Critical Thinking. Critical Thinking, put simply, is “thinking about the way we think in order to improve it.” This seminar guides the learner through the process of Critical Thinking by focusing on the following:

- Why it's so important to differentiate between facts and opinions
- Reasoning - why “common sense” isn't always valid
- Interpreting data - statistics can be deceiving
- Why the right questions are sometimes more important than the right answers
- Questioning Assumptions – what it really means to ‘Think outside the box’
- How to use a structured process to make decisions

**Who can benefit:** Leaders, managers, supervisors and any employee wanting to sharpen their critical thinking skills.

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## Effective Management Communication

**Code:** 201  
**Duration:** 3 days  
**Dates:** November 22, 23 & 24, 2004  
**Time:** 8:30 - 4:30  
**Cost:** \$90.00  
**Number of participants:** 15 - 30  
**Facility:** Franklin Pierce College  
**Instructor:** Peter Gamache

Communicating well is essential to good management. This course focuses on communicating orally with individuals in the work setting.

As a result of this course, participants will:

- Understand value systems that affect the communication process
- Understand various communication styles
- Improve listening and counseling effectiveness
- Improve techniques for coaching, reinforcing effective performance, handling complaints, and making effective work and training assignments
- Improve inter-group communication and cooperation

**Who can benefit:** All managers and supervisors can benefit from this workshop.

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## State Budget and Purchasing

**Code:** 021  
**Duration:** 1 day  
**Date:** November 18, 2004  
**Time:** 9:00 – 4:30  
**Cost:** \$50.00  
**Number of participants:** 10 – 30  
**Facility:** Franklin Pierce College  
**Instructors:** Sheri Walter, Doug Smith, Bonny John and Bob Lawson

The morning session of this workshop provides an overview of how state revenues are raised, appropriated, tracked and spent. The afternoon session reviews the state system for purchasing equipment, supplies and contracting with vendors.

### Objectives:

- Describe the steps taken to create a state budget from start to finish.
- List categories of departments by budget function.
- List major sources of state revenue.
- Generally describe how monies are tracked.
- Describe how vendor contracts are awarded and how physical materials are bought.

**Who can benefit:** Managers, supervisors and employees who need to know how the budget system works. Instructors will reserve time to answer questions.

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## Organizing for Project Management

**Code:** 014  
**Duration:** 3 days  
**Date:** November 30, December 1 & 2, 2004  
**Time:** 8:30 – 4:30  
**Cost:** \$250.00  
**Number of participants:** 10 – 24  
**Facility:** Franklin Pierce College  
**Instructor:** Jim Milliken

This workshop is designed to meet the needs of the workplace. The tools, practices and processes come from experience in the workplace and from on-the-job realities brought to the workshop by hundreds of project participants. Organizing for Project Management focuses on “how-to” elements: cases, exercises and discussions. There is adequate theory for participants to make effective applications back at work as well as enough detail in processes to help participants create operational efficiencies.

### WORKSHOP OBJECTIVES INCLUDE:

- Learn and practice Project Management methods
- Study skills and actions required of Project Team Members and Managers
- Work on tools of Project Management such as problem solving, project overview, teambuilding, work breakdown structure, estimating/action planning, project scheduling, Gantt charts/planning and action-plan development for on the job use

**Who can benefit:** Those individuals and work-groups involved in any phase of project development and/or management.

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## General Accounting Principles

**Code:** 500  
**Duration:** 2 days  
**Date:** January 20 & 21, 2005  
**Time:** 9:00 – 3:00  
**Cost:** \$40.00  
**Number of participants:** 8 – 25  
**Facility:** Franklin Pierce College  
**Instructor:** Sheri Walter

This workshop is designed to increase your understanding of the fundamentals of government accounting. This refresher course can benefit all levels from entry to business manager. The course will take you from debits and credits to a full understanding of the accounting transaction cycle. Emphasis will be on cash receipts, payroll, encumbrances, fixed assets, funds, budgets and reports. These principles will be applied to the state’s accounting system.

**Who can benefit:** Employees interested in learning general accounting principles and those seeking a refresher of those principles can benefit from this workshop. Accounting background is not a prerequisite.

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## Strategic Planning

**Code:** 007

**Duration:** 3 days

**Date:** September 22, 23 & 24, 2004

**Time:** 9:00 - 4:00

**Cost:** \$70.00

**Number of participants:** 10 - 25

**Facility:** Franklin Pierce College

**Instructor:** Peter Gamache

Strategic Planning is the process by which the leadership of the organization (e.g., heads of departments, divisions, bureaus, commissions, and boards) envision the organization's future and develop the necessary procedures and operations to achieve that future.

According to J. William Pfeiffer, Leonard D. Goodstein, and Timothy M. Nolan (authors of *APPLIED STRATEGIC PLANNING: A HOW TO DO IT GUIDE*), "this vision of the future state of the organization provides both a direction in which the organization should move and the energy to begin that move. This envisioning process is very different from long-range planning. Usually, long-range planning is simply the extrapolation of current business trends. Envisioning is more than an attempt to anticipate the future and prepare accordingly. It involves a belief that aspects of the future can be influenced and changed by what we do now". According to the authors, "to be successful, a strategic planning process should provide the criteria for making day-to-day organizational decisions and should provide a template against which all such decisions can be evaluated".

This workshop is designed to provide participants with methods and tools for conducting their own organizational strategic planning sessions. Participants will be walked through the steps of the strategic planning process including mission formulation, strategic goal and objective development, performance audit, gap analysis, integrating functional plans, contingency planning and implementation. Leaders can learn the process, bring the information back to the organization and involve the guiding members of the organization in a planning process or attend the training with the guiding members completing portions of the strategic planning process while attending the workshop.

**Who can benefit:** Organizational leaders, managers, supervisors, and planners.

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## Preventing Workplace Harassment

**Code:** 305  
**Duration:** 6 hours  
**Dates:** September 2, 2004  
November 3, 2004  
December 8, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$25.00  
**Number of participants:** 25-30  
**Facility:** Franklin Pierce College  
**Instructor:** Ray Sourdif

Every day the EEO and the courts are expanding the definition of harassment and discrimination. This workshop is designed to provide participants with common sense guidelines to avoid committing acts interpreted as harassment.

Through the utilization of videos, lecture and group activities, participants will learn:

- Awareness of the issues involving various forms of workplace harassment
- Awareness of the issues involving sexual harassment
- Know the wide range of behaviors that can constitute workplace harassment and discrimination
- Know that everyone has a right to work in an environment free from harassment and discrimination

**Who can benefit:** All employees can benefit from this workshop. Managers and supervisors will learn their special role in preventing harassment and in dealing with harassment complaints. This program replaces the “Preventing Sexual Harassment” training offered in previous catalogues.

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## Ethics and Integrity in Managing Government Programs

**Code:** 020  
**Duration:** 1 day  
**Date:** October 12, 2004  
**Time:** 8:30 - 4:00  
**Cost:** \$50.00  
**Number of participants:** 15 - 30  
**Facility:** Franklin Pierce College  
**Instructor:** Peter Gamache

Through the use of group work, simulation, and formal and informal presentations, this all-day workshop is designed to allow participants to develop and hone their rational and critical thinking processes and to provide participants with the knowledge, tools, and skills needed to reach ethical decisions.

As a result of this course, students will be able to:

- Define ethical themes and types of ethics
- List several possible ways to answer ethical questions
- Discuss the ethical theories of consequentialism and non-consequentialism
- Apply processes and theories to specific issues

**Who can benefit:** Managers and employees can benefit from this workshop.



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# Using Numbers to Persuade and Inform

(Basic Statistical Analysis)

**Code:** 016  
**Duration:** 1 day  
**Dates:** December 8, 2004  
**Time:** 8:30 – 4:00  
**Cost:** \$90.00  
**Number of participants:** 12 - 30  
**Facility:** NH Technical Institute  
**Instructor:** Jack Wakelin

**Objective:** To provide managers a methodology and the tools to analyze a project, compute the payback period in Excel and present the results to decision makers using PowerPoint. Typical capital budgeting projects such as upgrading information systems, modernizing equipment, improving administrative operations or expansion of facilities may be analyzed by these methods.

## Session I

1. Defining the Project – what do we really want to improve?
2. Establishing a Baseline – How do we do it now and how long does it take?
3. Document the Current Cost – What does it really cost to operate as we do now?

## Session II

4. Estimate the Time Saved (or Revenue Increase) – What will we save (or how much more will we earn) when the project is completed?
5. What are the Total Project Costs – What does it cost us over the life of the project?
6. Computing the Payback Period – when will the project pay for itself and produce reduced cost (or increased revenues)?

**Note:** Excel will be used in steps 2 through 6 and PowerPoint will be used to prepare a Decision Presentation of all 6 steps.

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# New Hampshire Public Management Program

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*Expand your skills*

*Applications now being  
accepted for Level I  
Public Supervisor Program*

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## Vision, Mission and Goals

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<b>Vision</b>	Visionary Leaders demonstrating excellence in Public Service
<b>Mission</b>	<p>Advancing the profession of public management through training and experiences that emphasize:</p> <ul style="list-style-type: none"><li>• The State of New Hampshire and American Academy of Certified Public Managers code of ethics</li><li>• The value of respectful communication</li><li>• Critical thinking and effective problem solving</li><li>• Continuing professional development</li><li>• Networking in the public sector</li><li>• Adherence to the standards established by the National Certified Public Manager Consortium.</li></ul>
<b>Goals</b>	<p>Goals of the NHCPMP are:</p> <p>To provide participants with the training and development needed to enhance management skills and increase knowledge of public administration.</p> <p>To network, share problem solving techniques, disseminate information, and share resources.</p> <p>To increase the number of qualified candidates for administrative positions.</p> <p>To prepare managers to actively pursue ongoing professional growth and development for themselves and others.</p>

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**The New Hampshire Division of Personnel, Bureau of Education and Training, is recognized by the National Certified Public Manager Consortium as a fully accredited member.**

The New Hampshire Division of Personnel, Bureau of Education and Training, with representation from the Departments of Safety, Transportation, Resources and Economic Development, New Hampshire Employment Security, and Health and Human Services, has developed a Certified Public Management Program consisting of two levels.

**Level I** is designed for supervisors and potential supervisors.

**Level II** is designed for mid-level to upper-level managers. ***Applications for Level II will be accepted in the fall of 2005.***

# About the New Hampshire Public Management Program...

The aim of the NHCPMP is to standardize and professionalize public management. The program uses a system of competency-based training that measures and then develops participants' professional competencies in the field of public management.

By successfully completing the Level I Public Supervision Program, participants will earn a *Certificate of Public Supervision*. The program is available to entry-level supervisors and individuals planning to enter supervision. The Level I program takes one year to complete.

Successful completion of the Level II Public Management Program will earn participants a *Certificate of Public Management*. The Level II program is available to mid- and upper-level managers. It takes two years to complete.

Both designations are viewed as professional rather than academic credentials.

The program involves intensive study, practice, application, and testing.

## Competency-based Training

Competency-based training identifies the key skills needed to be an effective leader, measures the skills of participants, creates learning and training opportunities to strengthen and develop skills identified as important to successful leadership, and assists participants in focusing on an Individual Development Plan.

The Public Supervision Program (PSP) and the Public Management Program (PMP) comprise forty-one management dimensions organized by five class evaluation factors: impact, supervision, communications, complexity, and independent action. Each evaluation factor has been assigned a cluster of management dimensions determined to be important for successful leadership.

## Program Benefits

- ◆ Career oriented supervisors and managers receive the development needed to enhance management skills and increase knowledge of government practices.
- ◆ Government organizations increase productivity and quality of work when employees understand the state, county, or municipal system and apply effective managerial techniques.
- ◆ Organizations and individuals are exposed to new ideas and approaches.
- ◆ Graduates join a network of professional public managers in New Hampshire.
- ◆ Participants earn supervisory or managerial credit for job announcements requiring said experience within the New Hampshire state system as follows:
  - ◆ one year for successful completion of the Certified Public Supervision Program
  - ◆ two years for successful completion of the Certified Public Management Program
- ◆ Graduates may become members in the New Hampshire Association of Certified Public Managers.

# Level I - Public Supervision Program

## The Process

Competency-based training for the Certificate of Public Supervision program is made up of five parts:

- ◆ introductory seminar;
- ◆ management appraisal profile;
- ◆ an individual development plan (IDP);
- ◆ a series of core courses;
- ◆ successful completion of IDP and core courses.

## Core Courses

The program offers a standard core curriculum, which all program participants must successfully complete. Core courses are designed to provide training for one or more traits associated with successful supervision. Participants' specific needs will be addressed through completion of an Individual Development Plan that participants design with input from their supervisor and mentor. The IDP is based on participants' professional development needs.

Each participant will complete over 100 hours of core curriculum, spread out over one year. At the completion of each core course, time will be set aside to test participants on course material.

<i>Program Title</i>	<i>Hours</i>	<i>Cost</i>
MBTI	7	\$25.00
Understanding and Valuing Differences	14	\$50.00
Introduction to Supervision	21	\$75.00
Interviewing Techniques	7	\$25.00
Personnel Rules/EAP – <b>state employees only</b>	7	free
Supervising Employee Performance	21	\$75.00
Creative Problem Solving	21	\$75.00
Introduction to Continuous Process Improvement	14	\$50.00
Excellence In Supervision: The CPS Capstone	7	\$25.00
<b>Total for State Employees</b>	121	\$400.00
<b>Total for Non-State Employees</b>	114	\$400.00

## Electives

Participants are required to complete at least 50 hours of elective training. Electives must be related to supervision. Electives will vary in costs.

## Applicant Minimum Requirements

- ◆ Currently employed as a supervisor or key staff member. A key staff member is defined as one who directly serves management by providing high-level technical or professional expertise to program managers.
- ◆ Demonstrates leadership qualities.
- ◆ Shows potential for advancement.
- ◆ Has successfully completed initial probationary period.

## How to apply

1. Complete sections I – IV of the formal application form.
2. Attach a letter to the application stating why you want to participate in the program.
3. Have your application endorsed by your immediate supervisor and commissioner\* or designee. This ensures you will receive support on the job to act on program projects and apply learned skills.

\*Municipal and County employees need supervisor's signature only.

4. Return the completed application to your **Human Resources Administrator**.  
Agencies without a Human Resources Office should return the application directly to:

NH Division of Personnel  
Bureau of Education and Training  
State House Annex  
25 Capitol Street  
Concord, NH 03301

5. **Deadline for returning applications is Friday, October 15, 2004.**

### Immediate Supervisor Responsibilities

- ◆ Review requirements and application form with the employee applying for acceptance into the program.
- ◆ Read and sign agreement statement on the application form.

For more information regarding the Certified Public Managers Program you may call the Bureau of Education and Training at (603) 271-1434, 271-2833 or 271-1429.

***Application for New Hampshire Certified Public Manager Program  
Level I***

Division of Personnel  
Bureau of Education and Training  
State House Annex  
25 Capital St.  
Concord, NH 03301

Date: \_\_\_\_\_

**I. Personal information**

Name: \_\_\_\_\_

Work Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax # \_\_\_\_\_

Email: \_\_\_\_\_

Home Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**II. Current work information**

Title: \_\_\_\_\_ Department: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Responsibilities:

### III. Work History:

Title: \_\_\_\_\_ Employer: \_\_\_\_\_  
No. years in job: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Responsibilities:

Title: \_\_\_\_\_ Employer: \_\_\_\_\_  
No. years in job: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Responsibilities:

### IV. Signatures

Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the NHCPM Program."**

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

Commissioner/Agency  
Director or designee: \_\_\_\_\_ Date: \_\_\_\_\_

**Note to the applicant: Remember to attach letter stating why you want to participate. County and Municipal employees need supervisor's signature only.**

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# Fundamentals of Supervision Certificate Program

## Reach Your Peak as a New Supervisor

This certificate is ideal for those new to supervision who want and need a fast but intensive introduction to basic supervisory skills. Included in the program are Understanding and Valuing Differences, Supervising Employee Performance (Evaluations and Discipline), and Interviewing Techniques.

All course hours taken for the Fundamentals of Supervision Certificate will count toward the Certified Public Supervisor Program if the participant is later accepted into the program.

To apply, please complete the registration form below (you may copy it) and submit, **along with the \$150 fee**, to the Bureau of Education and Training, State House Annex, 25 Capitol St., Concord, NH 03301. (For payment procedures, see the Registration Schedule at the beginning of this catalogue.)

**Space is limited to the first 25 applicants**

Understanding and Valuing Differences	January 3 & 4, 2005
Interviewing Techniques	January 18, 2005
Supervising Employee Performance	February 1, 2 & 3, 2005

### *Fundamentals of Supervision Certificate Program Registration*

Name \_\_\_\_\_

Place of Work/Agency \_\_\_\_\_

Work Address \_\_\_\_\_

Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

Employee Signature \_\_\_\_\_

Supervisor Name \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Completion of the Fundamentals of Supervision Certificate Program requires complete attendance at all scheduled training sessions. No substitutions will be accepted.

**All courses will be held at the Franklin Pierce campus in Concord  
5 Chenell Drive, 3<sup>rd</sup> Floor**



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## Understanding and Valuing Differences

**Code:** 003

**Duration:** 2 days

**Date:** January 3 & 4, 2005

**Time:** 8:30 - 4:30

**Number of participants:** Those enrolled in the Fundamentals of Supervision Certificate Program

**Facility:** Franklin Pierce College

**Instructor:** Dennis Martino

This workshop is designed to increase your understanding of why people differ in the ways they think and act. Through the use of videos, personal inventories, lecture, and group activities, participants should be able to identify their personal strengths and strengths of others as well as develop an understanding and appreciation of the differences that exist among state employees. At the completion of this workshop you should be able to:

- Identify and value differences in fellow employees
- Identify personal strengths and weaknesses
- Identify management styles and the value of each
- Recognize how differences can lead to a productive work environment

**Who can benefit:** All employees can benefit from this workshop. Managers at all levels will find this workshop a valuable tool for communicating effectively with employees.

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## Interviewing Techniques

**Code:** 012

**Duration:** 1 day

**Date:** January 18, 2005

**Time:** 8:30 – 4:30

**Number of participants:** Those enrolled in the Fundamentals of Supervision Certificate Program

**Facility:** Franklin Pierce College

**Instructor:** Dennis Martino

Interviewing can be an effective method of evaluating characteristics critical to job success. This course covers the principles of good behavioral selection interviewing using structured interviewing techniques. The course uses videos, lectures, group discussions, and audio-visual aids to review the steps in filling a vacancy in state government. Participants will also practice job related behavioral interviewing techniques and review state and federal laws.

**Who can benefit:** Employees responsible for interviewing and selecting individuals to fill vacant positions can benefit from this workshop.

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## **Supervising Employee Performance**

**Code:** 036

**Duration:** 3 days

**Date:** September 29, 30 & October 1, 2004  
February 1, 2 & 3, 2005\*

**Time:** 8:30 - 4:00

**Cost:** \$75.00

**Number of participants:** 12 - 25

**Facility:** Franklin Pierce College

**Instructor:** Monika Bissell

(\*This date reserved for those enrolled in the Fundamentals of Supervision Certificate Program)

Whether you are a new supervisor or seasoned professional, you can benefit from this training. This practical workshop provides a step-by-step format for interacting with employees. Through the use of videotapes, demonstrations, critical steps analysis, coaching sessions, and participant feedback, participants will gain valuable skills needed for successful day-to-day supervision and management – including evaluating performance and progressive discipline.

By the end of this course participants will be able to list and use three key principles for supervision. They will also be familiar with and practice several critical steps to follow in each of the following areas.

- Establishing and Communicating Performance Expectations
- Tracking Performance
- Conducting Effective Employee Reviews
- Improving Employee Performance and Work Habits
- Utilizing Effective Follow-up Action
- Utilizing Effective Disciplinary Action
- Maintaining Improved Performance

**Who can benefit:** Anyone who supervises employees can benefit from this course.

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# Basic Safety Certificate Program

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## Mission and Goal

<b>Mission</b>	The mission of this certificate program is to provide participants with the skills necessary to create a safer workplace within their own Agency.
<b>Goal</b>	This certificate program is designed to develop and/or improve on the practical skills of those responsible for and assisting with the development of health and safety programs and strategies.

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## The Process

The Basic Safety Certificate Program is made up of 10 core courses and 7 elective courses.

Participants have the option of successfully completing all 10 courses and 3 elective courses over a period of eighteen months by attending scheduled training classes;

**OR**

Participants may substitute any of the 10 core or 3 elective courses as outlined in the Alternative Learning Program but still must complete the program in eighteen months.

## Audience

Managers, Supervisors, Joint Loss Management Committee Chairpersons and members, Safety Directors, Safety Officers and Safety Technicians, Risk Management Coordinators, Human Resources personnel, Workers' Compensation contacts, and any other State, County and Municipal employees who are interested in taking a health and safety role within their agency.

Core Courses	Hours	Cost
Department of Labor Rules and Regulations	3 hours	\$25.00
Health and Safety Management	3 hours	\$25.00
Health and Safety Program Development	3 hours	\$25.00
Safety Inspections Program	3 hours	\$25.00
Accident Reporting and Investigation	3 hours	\$25.00
Effective Joint Loss Management Committees	3 hours	\$25.00
Fire and Life Safety Awareness	3 hours	\$25.00
Emergency Planning	3 hours	\$25.00
Ergonomics	3 hours	\$25.00
Return To Work Program/Disability Management	3 hours	\$25.00

## Elective Courses

Confined Space	3 days	Free
Respiratory Protection	3 hours	Free
Lockout/Tagout	3 hours	Free
Indoor Air Quality	8 hours	Free
Hazardous Materials	8 hours	Free
Noise	3 hours	Free
Bloodborne Pathogens	3 hours	Free

## Program Enrollment

1. To enroll in the Basic Safety Certificate Program, complete the "Application to New Hampshire Safety Certificate Program".
2. Have your application endorsed by your immediate supervisor, commissioner or designee. This ensures you will receive support on the job to act on program projects and apply learned skills.
3. Return the completed application to your Human Resources Administrator. Agencies without a Human Resources Office should return the application directly to:

Bureau of Risk Management  
State House Annex  
25 Capitol Street  
Concord NH 03301

Once your application has been reviewed, you will receive a confirmation letter and further instructions regarding your training schedule and payment.

**Note:** Individuals interested in taking any of the training courses who do not wish to register for the Basic Safety Certificate Program need only complete the "Bureau of Education and Training Registration Form" found in the front of this catalogue and forward it to the Bureau of Education and Training with any applicable fees. Individuals enrolled in the Basic Safety Certificate Program will have priority seating.

4. **Deadline for returning completed applications to the program is October 4, 2004. Deadline for returning completed registration forms is two weeks prior to the scheduled date of the class.**

## **Alternative Learning Program Enrollment**

This program offers the participant the flexibility of obtaining course certification by submitting a project in place of actually attending the training class that pertains to the course title and is applicable to the participant's agency's scope of work.

1. Complete the top of the "Alternative Learning Program Evaluation Form" and return to the Bureau of Risk Management. Attach to the Alternative Learning Program Evaluation Form a brief description of the project you intend to submit in place of attending the course; the length of time needed to complete (maximum of 30 days); the objectives and goals; how the project relates to your agency; and, in what form the final project will be submitted.

**Note:** Projects can be of any style including, but not limited to: training presentations, written procedures, verbal presentations, organized field trips, or specific activity. If you have any questions about the form of a project, call the Bureau of Risk Management before proceeding.

2. Once the Bureau of Risk Management has approved the project, the Alternative Learning Program Evaluation Form will be returned to the applicant to attach to the completed project. The applicant's supervisor will evaluate the program and then forward to the Bureau of Risk Management for final approval.

## **Immediate Supervisor Responsibilities**

Review requirements and application form with the employee applying for the program.

Read and sign the agreement statement on the application form.

If you have any questions regarding the Basic Safety Certificate Program, please contact the Bureau of Risk Management at 271-3180.

**Application for the New Hampshire Safety Certificate Program**

Department of Administrative Services  
Bureau of Risk Management  
State House Annex  
25 Capitol Street  
Concord, NH 03301

Date: \_\_\_\_\_

**I. Personal information**

Name: \_\_\_\_\_

Work Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax # \_\_\_\_\_

Email: \_\_\_\_\_

Home Address: \_\_\_\_\_

Phone: \_\_\_\_\_

**II. Current work information**

Title: \_\_\_\_\_ Department: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Responsibilities:

### III. Work History:

Title: \_\_\_\_\_ Employer: \_\_\_\_\_

No. years in job: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Responsibilities:

Title: \_\_\_\_\_ Employer: \_\_\_\_\_

No. years in job: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Responsibilities:

### IV. Signatures

Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**Supervisor's or Manager's support statement: "My signature below indicates that I fully support this candidate's entry into the Basic Safety Certificate Program."**

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

Commissioner  
or designee: \_\_\_\_\_ Date: \_\_\_\_\_

**Note to the applicant: Remember to attach letter stating why you want to participate. County and Municipal employees need supervisor's signature only.**

## ALTERNATE LEARNING PROGRAM EVALUATION FORM

### Completed By Applicant

### Completed by Bureau of Risk Management

Name of Applicant:	Date Registration Fee Paid:
Name of Course: <span style="float: right;">Cost:</span>	Date Request Submitted:
Department/Agency:	Brief Description of Project Attached: yes/no
Title of Project:	

### Completed by Bureau of Risk Management (BRM)

Project Approved: yes/no
Completion Date:
*forward to applicant

### Rating System

**3 Above Expectation**  
**2 Meeting Expectation**  
**1 Below Expectation**

*Applicant Must Achieve a Minimum of 16 Points to Achieve Course Equivalent Certification*

Topic	Objectives	Rating by Supervisor	Rating by BRM
Communication	Written Clarity		
	Verbal Clarity (applicable to verbal Presentations only)		
Technical Aptitude	Accurate Translation of Regulatory Requirements		
	Practical Implementation		
Creativity	Resourcefulness		
	Original Work Product		
	Design/Invention		
Applicability	Applicable to Scope of Business		

### Comments:

Briefly summarize your overall comments on this project.

Supervisor's Signature: \_\_\_\_\_

Supervisor's Title: \_\_\_\_\_

\*forward with project to Bureau of Risk Management

### Bureau of Risk Management

Project meets or exceeds course equivalent: yes no

Approval for Certificate: yes no



# Basic Safety Certificate Program Core Courses

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## Department of Labor Rules and Regulations

First ½ hour will be orientation to the safety program

**Code:** 631  
**Duration:** 3 ½ hours  
**Date:** October 27, 2004  
**Time:** 8:00 – 11:30  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Diane Roy, Dept. of Labor

This class will focus on the Department of Labor Rules and Regulations (RSA 281-A:64 and the LAB 1400 rules). The intent of this session is to help public sector employees understand the laws and the Rules used by the Department of Labor during a Safety and Health Inspection.

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## Health and Safety Management

**Code:** 632  
**Duration:** 3 hours  
**Date:** January 12, 2005  
**Time:** 8:30 – 11:30  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Lisa McPhail, Liberty Mutual

This course describes overall Health and Safety Management to include Management Support, determining real costs of accidents, behavior modification practices, as well as the importance of investigating accidents, organizing health and safety committees, and developing health and safety training programs.

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## Health and Safety Program Development

**Code:** 618  
**Duration:** 3 hours  
**Date:** January 12, 2005  
**Time:** 1:00 – 4:00  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Lisa McPhail, Liberty Mutual

This course will focus on identifying hazards in the workplace and developing Safety and Health Programs to control those hazards. The class will assist participants in identifying the Safety and Health Programs that are relevant to their operations and the components of the program that will be necessary for its' success.

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## **Safety Inspection Programs**

**Code:** 619  
**Duration:** 3 hours  
**Date:** March 16, 2005  
**Time:** 1:00 – 4:00  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Mike Weider, City of Nashua

Developing a Safety Inspection program is necessary in any operations to detect safety hazards. It is also part of the NH Department of Labor Rules and Regulations to have this program in place. This course will assist participants in developing a safety inspection program for their facilities.

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## **Accident Reporting and Investigation**

**Code:** 620  
**Duration:** 3 hours  
**Date:** November 17, 2004  
**Time:** 8:30 – 11:30  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Mike Weider, City of Nashua

The goal of this course is to help participants define what an accident is and when to investigate an accident. Participants will learn the questions that must be asked to determine the cause of an accident, the contributing factors to accidents, tips for conducting a successful interview.

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## **Effective Joint Loss Management Committees**

**Code:** 621  
**Duration:** 3 hours  
**Date:** November 17, 2004  
**Time:** 1:00 – 4:00  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Mike Weider, City of Nashua

This course is directed towards Chairpersons and/or members of a Joint Loss Management Committee in the workplace. A Joint Loss Management Committee assists the employer and makes recommendations for change to Management. The structure of the committee as well as the responsibilities of the committee will be discussed during this session.

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## **Fire and Life Safety Awareness**

**Code:** 622  
**Duration:** 3 hours  
**Date:** February 9, 2005  
**Time:** 8:30 – 11:30  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** TBA

The participants of this course will discover the types of fire protection features and fire and life safety hazards common to the workplace environment. This course will review the maintenance of exits, types of fire extinguishers, and proper storage techniques.

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## **Emergency Planning**

**Code:** 623  
**Duration:** 3 hours  
**Date:** February 9, 2005  
**Time:** 1:00 – 4:00  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Bureau of Emergency Management

This course will discuss the components of an emergency plan. These include various types of emergencies and strategies to respond. This class will cover emergency planning, recognizing an emergency, chain of command, emergency response teams, response activities, training, and communications.

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## **Ergonomics**

**Code:** 628  
**Duration:** 3 hours  
**Date:** March 16, 2005  
**Time:** 8:30 – 11:30  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Lisa McPhail, Liberty Mutual

Ergonomics is the science of designing and matching physical and psychological demands of the workplace to the capabilities and limitations of the worker. The goal of ergonomics is to allow work to be done without undue stress to our labor force. Making ergonomic improvements to the workplace does not have to be expensive or complicated. Significant changes can be made if problems are approached with common sense, good analysis of work methods and knowledge of basic ergonomic principles. When evaluating workplace exposures to musculoskeletal disorders, we must look at the whole human body and how the work demands create or exacerbate potential ergonomic risk. This class will cover an overview of ergonomics. This class will include a hands-on workshop in evaluating a computer workstation.

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## Return to Work Program

**Code:** 630  
**Duration:** 3 hours  
**Date:** October 27, 2004  
**Time:** 1:00 – 4:00  
**Cost:** \$25.00  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Lisa McPhail, Liberty Mutual

This class will help participants to understand the components of a Return to Work Program. The Department of Labor RSA 281-A:23b require Temporary Alternative Transitional Duty (TAD) which is a type of Return to Work Program. In this session we will discuss what a TAD program is, why it is important, and how to make a TAD program work.

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## Basic Safety Certificate Program Elective Courses

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### Confined Space

**Code:** 624  
**Duration:** 3 days  
**Date:** October 19, 20 & 21, 2004  
February 15, 16 & 17, 2005  
May 10, 11 & 12, 2005  
**Time:** 8:00 – 4:00  
**Cost:** FREE  
**Number of participants:** 15 - 20  
**Facility:** Nashua Waste Water Treatment Plant  
**Instructor:** SEIU Instructors

Confined spaces can be extremely hazardous. By their nature, confined spaces contain a variety of problems: Atmospheric hazards, the accumulation of toxic materials, flammable or explosive atmospheres, and physical hazards. This is a classroom and hands-on workshop.

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### Respiratory Protection

**Code:** 625  
**Duration:** 3 hours  
**Date:** April 13, 2005  
**Time:** 8:30 – 11:30  
**Cost:** FREE  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Vic Hillman, Liberty Mutual

This course covers a wide range of respiratory protection issues, beginning with an overview of air contaminants and the potential for hazardous exposure. The course will review a model respiratory protection program including choosing the appropriate respirator, fit testing and maintenance.

---

## Lockout/Tagout

**Code:** 626  
**Duration:** 3 hours  
**Date:** April 13, 2005  
**Time:** 1:00 – 4:00  
**Cost:** FREE  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** SEIU Instructors

In this session, participants will have the opportunity to learn about how to identify power sources and their hazards, when to use lockout procedures, and how to establish a Lockout Program. There will be a hands-on workshop as part of this session.

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## Indoor Air Quality

**Code:** 629  
**Duration:** 8 hours  
**Date:** December 8, 2004  
**Time:** 8:00 – 4:00  
**Cost:** FREE  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Vic Hillman, Liberty Mutual

This course gives an overview of occupational health hazards, including how they can be recognized, evaluated and controlled. There will be an introduction to hazard recognition, sampling and evaluation. Ventilation systems will be reviewed. Bioaerosols such as mold and bacteria will also be discussed.

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## Noise

**Code:** 634  
**Duration:** 3 hours  
**Date:** May 18, 2005  
**Time:** 8:30 – 11:30  
**Cost:** FREE  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** Vic Hillman, Liberty Mutual

This course will discuss the effects of noise on the body, how sound is measured, how much noise is harmful, hearing protection options, audiometric testing, hearing conservation programs, and ways to eliminate or reduce noise.

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## Bloodborne Pathogens

**Code:** 635  
**Duration:** 3 hours  
**Date:** May 18, 2005  
**Time:** 1:00 – 4:00  
**Cost:** FREE  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** SEIU Instructors

This course will cover defining bloodborne pathogens, routes of exposure, HBV and HIV, practicing Universal Precautions, clean up and disinfections, personal protective equipment, and procedures to reduce or eliminate exposure.

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## Hazmat

**Code:** 627  
**Duration:** 8 hours  
**Date:** June 8, 2005  
**Time:** 8:00 – 4:00  
**Cost:** FREE  
**Number of participants:** 20  
**Facility:** Franklin Pierce College  
**Instructor:** SEIU Instructors

This training has been developed for workers who respond to emergencies involving hazardous materials. This class will help employees identify their role in responding to emergencies involving hazardous substances. During the program the following areas will be discussed:

- The risks of hazardous materials
- Possible outcomes of an emergency
- Ways to recognize hazardous substances
- Your role as the person first on the scene
- How to determine the need for help

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# Effective Communication Skills Programs

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## Business Writing in Plain English

**Code:** 224  
**Duration:** 2 days  
**Date:** September 2 & 3, 2004  
October 7 & 8, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$30.00  
**Number of participants:** 10 – 20  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

This course focuses on how to write simple, concise, and effective documents. We will:

- identify common errors and learn how to avoid them
- learn how to write for our readers
- discover the power of simple words
- work with a model to help in the writing process
- discuss how to effectively organize documents

Between our two class meetings, you will be asked to write a short piece of your own choosing and meet with one other class member to edit each other's work. You will then bring this writing sample to class for discussion. In addition, there will be in class exercises to practice the skills you learn.

**Who can benefit:** Any employee required to write as part of his or her job can benefit.

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## The Grammar Clinic

**Code:** 219  
**Duration:** 1 day  
**Date:** November 1, 2004  
**Time:** 8:30 - 4:00  
**Cost:** \$99.00, price includes book,  
*The Elements of Grammar*  
**Number of participants:** Maximum 15  
**Facility:** NH Technical Institute  
**Instructor:** Diana Ferguson

In this workshop the "puzzle" of English is broken into manageable grammatical pieces. This course will help your written and spoken communications by helping you choose the correct forms of verbs and pronouns, to apply the rules for subject-verb agreement, to form plurals and possessives correctly, and to avoid double negatives and redundancies.

**Who can benefit:** All employees can benefit from this workshop.

---

## Proofreading

**Code:** 226  
**Duration:** ½ day  
**Date:** September 13, 2004  
**Time:** 8:30 - 12:00  
**Cost:** \$55.00  
**Number of participants:** 10 – 24  
**Facility:** NH Technical Institute  
**Instructor:** Diana Ferguson

Today's proofreading tasks demand skills encompassing a wide variety of materials and formats. This session will lead participants through effective proofreading skills such as checking for typographical errors (e.g. misspelled words, missing words, words mistakenly repeated, transposed words and numbers); missing or misplaced punctuation; improper capitalization and wrong font size and style. Computer based tools as well as tools not dependent on computers are discussed and applied.

**Who can benefit:** All employees can benefit from this workshop.

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## Assertive Communication

**Code:** 216  
**Duration:** 2 days  
**Date:** October 14 & 15, 2004  
November 1 & 2, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$60.00  
**Number of participants:** 10 – 25  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

Good communication skills can make the difference between working in an effective and satisfying way and feeling frustrated and non-productive. Communicating assertively means being direct and clear with others in a way which does not threaten them. It requires confidence and conviction, as well as an ability to consider the position of others.

In this course we will:

- Look at and define different communication styles
- Use exercises to build confidence and practice communicating assertively
- Plan a situation in which we need to be assertive
- Discuss ways to give feedback effectively

**Who can benefit:** All employees can benefit from this workshop.



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## Creative Problem Solving

**Code:** 203

**Duration:** 3 days

**Date:** October 27, 28 & 29, 2004

**Time:** 8:30 - 4:30

**Cost:** \$75.00

**Number of participants:** 10 – 30

**Facility:** Franklin Pierce College

**Instructor:** Peter Gamache

This workshop is designed to help today's leadership solve the many problems they encounter which are caused by changing conditions. In solving their problems, they are expected to be creative. We need new ideas and solutions NOW.

Examples of brainstorming techniques used in class include:

- 1 – Ben Franklin Technique;
- 2 – Force Field Analysis;
- 3 – Object Analogy;
- 4 – Out-of-Field Analogy;
- 5 – Nominal Group Technique;
- 6 – Others.

All of us have a degree of creativity. This workshop is designed to enhance the creativity of the participants. The workshop includes lectures, exercises, and discussions to teach the creative problem-solving process. Participants will use convergent and divergent thinking for fact-finding, problem finding, idea-finding, solution-finding, acceptance-finding and managing and organizing for innovation. At the completion of this workshop, participants will be able to:

- Recognize problems
- Use a creative approach to problem-solving
- Break away from habit-bound thinking
- Establish alternative solutions to problems

**Who can benefit:** Supervisors, managers, professionals and high-level specialists and technicians who want to enhance their creative potential in solving problems.

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## **Listening Skills: Practical Skills that Work**

**Code:** 200  
**Duration:** 1 day  
**Dates:** November 19, 2004  
**Time:** 8:30 – 4:00  
**Cost:** \$40.00  
**Number of participants:** 10 – 25  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

This workshop is designed to help participants improve their listening skills. Through the use of personal assessments, demonstrations, and exercises, participants should be able to:

- Understand another person's point of view
- Gather accurate information from another person
- Provide more accurate responses to questions
- Make the process of providing assistance more effective

**Who can benefit:** All employees can benefit from this workshop.

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## **Managing Conflict Seminar**

**Code:** 214  
**Duration:** 2 days  
**Date:** September 13 & 14, 2004  
September 20 & 21, 2004  
**Time:** 8:30 - 4:00  
**Cost:** \$40.00  
**Number of participants:** 10 – 30  
**Facility:** Franklin Pierce College  
**Instructor:** Peter Gamache

This seminar is designed to help participants gain an understanding of the nature of conflict, receive feedback on personal styles of handling conflict, practice using different styles when working through a conflict situation, gain knowledge of conflict analysis and management strategies, and generate clear-cut guidelines for confronting conflict. Day 2 of the seminar includes a module for resolving conflict between two subordinates or team members.

**Who can benefit:** All employees can benefit from this workshop.

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## Conducting Effective Meetings

**Code:** 236  
**Duration:** 1 day  
**Date:** October 18, 2004  
**Time:** 8:30 – 4:00  
**Cost:** \$40.00  
**Number of participants:** 10 - 25  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

Have you ever been to a useless meeting? Avoid wasting your time and everyone else's when it's your turn to organize a meeting by attending this workshop. Skills relevant to effectively planning, organizing, and conducting meetings will be presented and discussed.

**Who can benefit:** Any employee who is responsible for planning and/or conducting meetings.

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## Dealing with Difficult People

**Code:** 234  
**Duration:** 1 day  
**Date:** October 25, 2004  
February 10, 2005  
**Time:** 8:30 – 4:00  
**Cost:** \$40.00  
**Number of participants:** 10 - 25  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

It's challenging to get along with everyone. Some people make it particularly challenging. The intent of this 1-day workshop is to help you work and live with difficult people. Emphasis is on striving to understand and then changing your reaction to the difficult person.

**Who can benefit:** All employees

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## **Effective Front Line Customer Service Skills**

**Code:** 210

**Duration:** 1 day

**Date:** November 15, 2004

**Time:** 8:30 - 4:00

**Cost:** \$25.00

**Number of participants:** 12 - 30

**Facility:** Franklin Pierce College

**Instructor:** Dennis Martino

Have you noticed that customers are less patient and more demanding than they used to be? The aging of the baby-boomers and their expectations for high quality service are causing many organizations to look at ways to enhance customer service.

Serving the public in a reception role is a challenging job that requires listening, problem solving, conflict resolution and professional phone and interpersonal skills. This one-day workshop will review the basics, and introduce some of the newest concepts and tools being used to improve customer service.

Participants will learn how to:

1. Understand the changing expectations of all their customers.
2. Make a great first impression in person or on the phone.
3. Use a 4-step tool for dealing with complaints or unhappy customers.
4. Deal better with some of the stress inherent in front-line roles.
5. Help create systems to encourage growth of customer service skills.

**Who can benefit:** All employees can benefit from this workshop.

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## Grant Writing 101 – Yes, You Can!

**Code:** 239

**Duration:** 4 days

**Dates:** Oct. 18, Nov. 9 & 29, 2004 & Jan. 7, 2005

**Time:** 9:00 – 3:30

**Cost:** \$300.00

**NEW**

**Number of participants:** 10 - 15

**Facility:** Franklin Pierce College, 5 Chenell Drive, Concord

**Instructor:** Norma Lemire

*“Chasing the dime”* ... human services, social services, non-profits, schools, and in this age of ever-dwindling resources, State agencies. There is no non-profit organization in existence today that is not engaged in seeking out funding to in some way “keep the doors open” by sustaining existing programs, supporting new initiatives, capacity building or making up for unexpected short falls from anticipated funding not received. Some organizations have staff dedicated solely to grant writing. But, more likely than not because human and financial resources are becoming more restricted, grant writing is becoming a shared responsibility among existing staff initially hired for one job who now find “grant writer” as a tag line on their job descriptions. Furthermore, because funding dollars are becoming increasingly competitive, grant writing is not for the faint of heart. It demands discipline and a particular skill set along with the creative application of facts and basic principles.

This course has been designed to provide learners with the information and experience necessary to write a successful grant through “hands on” experience. By the end of the course, each learner will have written a small grant.

**ANTICIPATED OUTCOMES:** At the end of this course, students will:

- Have a basic understanding of how to write a competitive grant.
- Understand Review Criteria and be able to write to it successfully.
- Understand how to search out potential funding sources and determine “fit”.
- Learn writing styles best suited for grants.
- Understand budgets, budget justifications and other required documentation.

**TEXT:** *Grant Writing for Dummies*. Beverly A. Browning, Wiley Publishing, Inc. New York, New York. (2001)

**FOR THE FIRST CLASS:** The class will be a combination of theory and actual writing. Some of our time in the first class will be spent identifying the grant you will write. So, if possible, come to class having identified the need you will be addressing through your grant. By the way, here are your first two pointers:

- It's **NEVER** about money. If you're writing a grant because you need money or don't have enough money, you're already too late.
- It's **ALWAYS** about people and programs.

The instructor will also come to class with some grant writing possibilities/suggestions. Of course, you are welcome to bring actual grants and/or proposals you may be working on.

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# Employee Development Programs

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## Myers-Briggs Type Indicator

**Code:** 605  
**Duration:** 1 day  
**Date:** February 24, 2005  
**Time:** 8:30 – 4:30  
**Cost:** \$25.00  
**Number of participants:** 15-30  
**Facility:** Franklin Pierce College  
**Instructors:** Monika Bissell  
Dennis Martino

Have you ever wondered why employees, friends and family members so often see the same event so differently? Or why they approach problems or communication in a completely different way? Have you ever suspected that the people are speaking a different language? Well, they may be!

To solve these mysteries, and for an enlightening day of fun and learning, join us on February 24th. We will explore the differences in personality type and in individual preferences by taking the Myers-Briggs Type Indicator (MBTI).

The MBTI describes 16 different personality types, each with its own characteristics and strengths. There are no right or wrong answers on the indicator and no assumed "right" way to be. There are preferences, of course, and the MBTI assists participants in clarifying their preferences. We'll explore the various types through presentation, discussion, and exercises.

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## Motivation

**Code:** 031  
**Duration:** 1 day  
**Date:** December 6, 2004  
**Time:** 8:30 – 4:30  
**Cost:** \$40.00  
**Number of participants:** 10 - 25  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

Everyone talks about it, but very few people know what it really is. In this 1-day workshop, the fundamentals of the motivation process will be presented. Through having an understanding of the motivation process, some of the mysteries of goal accomplishment and persuasion will be revealed!

**Who can benefit:** All employees.

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## Introduction to Time Management

**Code:** 009  
**Duration:** 1 day  
**Date:** December 13, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$40.00  
**Number of participants:** 10 – 25  
**Facility:** Franklin Pierce College  
**Instructor:** Monika Bissell

(Based on Stephen Covey's book, *The Seven Habits of Highly Effective People*, and Alan Lakin's, *How to Get Control of Your Time and Your Life*)

What gets in the way of getting things done? Why is there “never enough time in the day”? In this course, we will focus on ways to get control of our time by prioritizing how we choose to use it. We will look at what is urgent and what is important and develop ideas and tips for being efficient with things and effective with people.

Four levels of time management will be covered with our focus on the fourth level of personal (vs. time) management. Students will develop a strategy for identifying where to spend time to be more effective, both personally and professionally.

**Who can benefit:** All state, county, and municipal employees.

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## Left/Right Brain

**Code:** 614  
**Duration:** 2 days  
**Date:** January 10 & 11, 2005  
**Time:** 9:00 – 4:00  
**Cost:** \$100.00  
**Number of participants:** 10 – 20  
**Facility:** Franklin Pierce College  
**Instructor:** Sam McKeeman

This two-day course is in two distinct parts. During the first day, the group will discuss and apply brain research information. They will then work on left and right brain distinctions, including taking a brain hemisphere evaluation test. This test will determine how right or left brained each person is and what the implications are. The group will participate in various activities that clearly demonstrate varying views of the way “life” is viewed. The group will also learn how to get into the left or right brain when it is advantageous to do so. The class will be polled at the end of day one and given a choice as to which of several topics they would like to work on during day two. The class would, of course, explore these topics within the context of right- and left-brain knowledge. Topics for discussion include: Team Building, Change Management, Facilitation/Coaching, Communication, Problem Solving/Decision Making, Leadership, or related topics.

**Who can benefit:** All employees can benefit from this workshop.

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## Mastering Multiple Projects, Priorities and Demands

**Code:** 238

**Duration:** 1 day

**Date:** December 6, 2004

**Time:** 9:00 – 4:00

**Cost:** \$90.00

**Number of participants:** Up to 20

**Facility:** NH Technical Institute

**Instructor:** Jim Milliken

“Mastering Multiple Projects, Priorities and Demands” is the “superbusy person” course. It is aimed at go-to people who keep absorbing work and attempting to solve problems beyond reason. They often are involved in overlapping responsibilities for multiple projects as well as key continuing functions, often in management or supervisory positions. They are superior workers and don’t know how to say no. They don’t have to say no. This workshop provides them with the practices they need to establish sensible structure in their workdays, set and manage short-term and long-term goals, manage daily time and tasks and maintain productive work-sharing relationships with others.

**Who can benefit:** All employees can benefit from this workshop.

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## Team Building or Strategic Planning

The Bureau of Education and Training offers **TEAM BUILDING FACILITATION** for work groups who would like to improve their communications, planning, interpersonal relationships, and productivity.

The Bureau also provides **STRATEGIC PLANNING FACILITATION** for government agencies planning for the future.

Call 271-2833 for information.



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## Do's and Donuts Speakers Bureau

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This is a series of four Friday morning get-togethers where you can get some information or tips that will help you “Do” your job as a supervisor or manager. (While you’re learning you might as well eat something!)

Topics may vary from motivation to public policy.....  
from benefits administration to government in the news

*A chance to learn!*

*A chance to network!*

*A chance to earn some CEU credit!*

***A chance to eat donuts!***

<b>Dates:</b>	September 3, 2004	Speaker, Colin Manning, State House reporter for Foster’s Daily Democrat
	October 22, 2004	Speaker, Representative Liz Hager, Concord, Director of the United Way of Merrimack County
	November 12, 2004	Speaker TBA
	December 10, 2004	Speaker TBA

**Time:** 8:30 – 10:00 a.m.

**Location:** Franklin Pierce College, 5 Chenell Drive in Concord (3rd floor)

**Cost:** \$15.00 for a single Friday or \$40.00 for all four

To sign up, please complete a Bureau of Education and Training registration form and submit it along with your payment. You may use code 900 for any, or all four sessions.

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# Health & Wellness Programs

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## Plan Your Retirement Early

(You'll be Glad You Did!)

**Code:** 101  
**Duration:** 1 day  
**Dates:** October 20, 2004  
November 16, 2004  
**Time:** 8:30 – 3:30  
**Cost:** \$30:00\*  
**Number of participants:** 30  
**Facility:** Franklin Pierce College  
**Facilitator:** George Calder

This 6-hour seminar presents topics which promote an understanding of the total retirement preparation process. The topics include:

- State Retirement System Benefits
- Health/Safety/Medical Insurance
- Financial and Legal Planning
- Social Security
- Prepare for Tomorrow Today

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Please enroll me in the "Discover Tomorrow" workshop on (please check one):

\_\_\_\_\_ October 20, 2004

\_\_\_\_\_ November 16, 2004

I have enclosed \$30 in payment. Checks should be made payable to *Discover Tomorrow* and mailed with this registration form to:

***Discover Tomorrow, 154 Woodwell's Garrison Rd., Contoocook NH 03229***

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Department: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

**New Hampshire Retirement Plan Group (check one):**

\_\_\_\_\_ **Group I Employees**

\_\_\_\_\_ **Group II Police Officers & Firefighters**

\_\_\_\_\_ **Split Benefits (service time in both I and II)**

**State Employee?** Yes \_\_\_\_\_ No \_\_\_\_\_

*Note: Registration may be transferred to another person, but it is not refundable.*

**LUNCH IS ON YOUR OWN**

For more information, contact George Calder of *Discover Tomorrow* at (603) 746-5274.

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## Planning for Your Retirement

**Dates:** 35 Sessions (see below)  
**No. of participants:** 25 per session

**Cost:** FREE

New Hampshire Retirement System Workshops

**Facility:** Franklin Pierce College  
5 Chenell Drive  
or NH Retirement System  
4 Chenell Drive, Concord

The sessions are open to all NHRS members. The basic workshop will be followed by a break. There will be a literature table and an opportunity to ask individual questions. Those who are within 3 years of retirement will be invited to stay for an additional half-hour session which will include detailed information about how and when to file your retirement application. Members will have the opportunity to ask questions during the sessions, and individually following each session. Duration: 1 ½ hours for the basic session; additional ½ hour for those close to retirement.

Workshop topics include:

- How your pension is calculated and when you are eligible
- Prior Service Credit and Additional Contributions
- Death benefits
- Eligibility for the medical insurance subsidy

**Schedule:** Since the eligibility criteria for benefits differs for state/non-state and Group I/ Group II, please register for the workshop that is appropriate for you. Note: Members with Split Benefits (service time in both Group I and Group II) should register for a session in the Group they are planning to retire from.

**Group I (non-state)** - Teachers and Employees of towns, cities, counties, school districts and other political sub-divisions.

New Feature Special “**Back-to-School**” sessions in August for teachers:

Thursday 8/19 or Tuesday 8/24 at 9:00 am or 1:00 pm at NHRS  
September: Thursday 9/16 at 4:30 pm at Franklin Pierce  
October: Thursday 10/21 at 4:30 pm at Franklin Pierce  
November: Thursday 11/18 at 4:30 pm at Franklin Pierce  
December: Tuesday 12/28 or Thursday 12/30 at 9:00 am at NHRS

**Group I (state)** - Employees and Teachers who work for state agencies.

August: Tuesday 8/17 at 9:00 am at NHRS  
September: Tuesday 9/21 at 9:00 am at NHRS or  
Tuesday 9/28 at 4:30 at Franklin Pierce

**Group II (non-state)** - Police Officers and Firefighters who work for municipalities and counties.

September: Thursday 9/9 at 1:00 pm at NHRS  
October: Thursday 10/7 at 1:00 pm at NHRS  
November: Thursday 11/4 at 1:00 pm at NHRS

**Group II (state)** - Police Officers and Firefighters who work for state agencies.

September: Tuesday 9/7 at 1:00 pm at NHRS  
October: Tuesday 10/5 at 1:00 pm at NHRS  
November: Tuesday 11/2 at 1:00 pm at NHRS

## Registration Form

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone (h) \_\_\_\_\_ (w) \_\_\_\_\_

E-mail (h) \_\_\_\_\_ (w) \_\_\_\_\_

Employer \_\_\_\_\_

Check one:     \_\_\_\_\_ Group I Employees & Teachers  
                  \_\_\_\_\_ Group II Police Officers & Firefighters  
                  \_\_\_\_\_ Split Benefits (service time in both GI and GII)

**Each session is open to 25 participants. Please indicate your first and second choice of sessions and we will send you a confirmation notice.**

Date of first choice \_\_\_\_\_

Date of second choice \_\_\_\_\_

Check here if your spouse will be attending also \_\_\_\_\_

### Other information (optional)

My ideal retirement date is: \_\_\_\_\_

Most important for me to learn from the workshop is: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Mail to: <b>New Hampshire Retirement System, 4 Chenell Drive, Concord NH 03301</b>	
Or fax to: 271-6806	Call with questions: 271-3351 ext. 272 or 252
Toll free: 877-917-6477	Website: <a href="http://www.state.nh.us/retirement">www.state.nh.us/retirement</a>
E-mail: <a href="mailto:tsavoy@nhrs.state.nh.us">tsavoy@nhrs.state.nh.us</a> or <a href="mailto:kmcgovern@nhrs.state.nh.us">kmcgovern@nhrs.state.nh.us</a>	

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# Computer Training Programs

The **COMPUTER COURSES** listed below are offered by the NH Division of Personnel using a number of instructors. Please adhere to **PREREQUISITES** when registering. The prerequisites for all classes are listed on the following page.

## Product Versions

*All computer classes utilize the Windows 2000 Professional or XP Professional Operating System and the suite of Microsoft 2000 Office or Microsoft XP Office products. If the class is not part of the Microsoft Office suite, we try to use the most current version of the product.*

*If you are using Office 2000 or earlier, do not fear; you may still take the course you desire. Our beginning and intermediate level courses focus on basic and practical skills. Even though the products change approximately every two years, the functionality does not. Cut, copy and paste for instance, has been exactly the same from the earliest Windows based Office products to, and including XP. Another example, the process of creating a spreadsheet has been the same starting with DOS versions of Office to the present Windows XP Excel version.*

If you have questions about a product version or the computer class that you need is not listed, please call Jim Ramanek, at 271-3266. Every attempt will be made to provide such training if at all possible and feasible.

We also offer one-on-one training services as well as training at your site. Please contact Jim Ramanek for more information.

## Copying Files

Please feel free to bring diskettes to copy and take your work with you. You must virus check each diskette on our Antivirus software prior to using your diskettes. Ask the instructor for assistance.

## Prerequisite Policy

***Please, Please, Please  
adhere to the prerequisites for each course.***

**Please call (271-3266 – Jim Ramanek) if you have any Prerequisites questions.**

If you are considering taking a level II course, you must have a fundamental understanding of how the software works. In addition, you must have a thorough understanding of how to work with and within the Windows environment.

Do not take a level II class immediately after taking a level I class. Allow yourself the time to develop practical skill sets and expertise before attempting the level II courses.

***Failure to adhere to the prerequisites will result in two things: You will be overwhelmed and in need of a lot of help; the amount of material covered by the class will be dramatically reduced, in some cases by 50 to 75%.***

## Computer Course Prerequisites

### Basic Level courses

Course Name	Days
Basic PC Skills	1
Introduction to Personal Computers	2
Introduction to Microsoft Windows	1

#### **No prior experience required**

These courses are useful for anyone who has limited experience with computers or Windows-based programs. The basic level courses cover the components of a personal computer, provide you with general Windows skills plus give you an insight into computer networks and information storage.

## Level I (beginning) courses

Course Name	Days
A+ Primer	2
Adobe Acrobat	2
Adobe PageMaker I	2
Crystal Reports I	2
Fireworks 4.0 Introduction	2
Flash MX: Level 1	2
Illustrator 10: Level 1	2
Internet Explorer	2
Introduction to Microsoft Outlook	1
Linux Fundamentals	4
Macromedia DreamWeaver MX I	3
Microsoft Access I	2
Microsoft Excel I	2
Microsoft FrontPage I	2
Microsoft Project I	2
Microsoft Publisher I	2
Microsoft Visio Professional I	2
Microsoft Word I	2
MSDOS I	1
MSDOS II	1
Network+ Primer	2
PhotoShop 7.0: Level 1	2
Project Management Fundamentals	2
Project Management Professional	6
QuickBooks Pro I	2
Technical Support Specialist Program	20
Using Microsoft PowerPoint	2

These courses are useful for anyone who has taken the basic level courses or has enough practical experience to forgo the basic level courses. In order to gauge whether your experience level is appropriate, look at the objectives of the basic level courses. If you understand and can perform the course objectives, you have the appropriate experience.

### Level I Prerequisites:

Skills you should possess:

- Have a basic understanding of computers and how computers operate;
- Be able to perform basic mouse and keyboard operations;
- Understand and be able to navigate the windows interface (Desktop);
- Know where to locate and how to use the windows control buttons;
- Be able to manipulate window size and position;
- Understand and use various mouse point and click maneuvers, especially using right clicks and context menus;
- Know how to use the Windows Explorer to create and manage folders.

## Level II (intermediate) courses

Course Name	Days
Access 2000 Database Design	2
Access Form Design Workshop	1
Access II	2
Access Query Design Workshop	1
Access Report Design Workshop	1
Adobe PageMaker II	2
Crystal Reports II	2
Excel Formula Workshop	1
Excel II	2
Fireworks 4.0 Advanced	2
Flash MX: Level 2	2
FrontPage II	2
Illustrator 10: Level 2	2
Macromedia DreamWeaver MX II	3
PowerPoint Features & Applications Seminar	1
Project II	2
QuickBooks Pro II	2
Research on the Internet	1
Using Charts in Microsoft Applications Workshop	1
Using the Internet for Business	1
Visio Professional II	2
Word II	2

### Level II Prerequisites:

These courses are useful for anyone who has taken the level I courses or has enough practical experience to forgo the level I courses. In order to gauge whether your experience level is appropriate, look at the objectives of the level I courses. If you understand and can perform the course objectives, you have the appropriate experience. If not:

#### Course work:

- The appropriate level I course. If you want to take Access II, you should have taken Access I, or you should be able to execute the objectives of the Access level I class.

#### Experience:

- Meet Level I prerequisites and you are able to use the application to perform all level I activities comfortably and with confidence
- Understand and be able to navigate the application interface
  - Understand the structure, function of and how to use the Standard and Formatting toolbars of the application;
  - Understand how the file menu bar options are organized and their function.



## Level III (advanced) courses

Course Name	Days
Access III	2
Manipulating Data with SQL (Structured Query Language)	4
Extending Microsoft Access with Visual Basic	3
Crystal Reports III	2
Excel III	2
Illustrator 10: Level 3	2
Web Features in Office 2000	2
Word Booklet and Brochure Workshop	1
Word Form/Template Design	1
Word III	2
Word Merge Workshop	1
Word Table Workshop	1
CISCO Network Devices	3
Enhancing Web Pages with JavaScript	2
Introduction to Web Development using HTML, PHP & MySQL	4
Linux Fundamentals	4
Linux Networking	4
Linux System Administration	3
Optimizing Your Web Site for Search Engines	1
Windows 2000: Installation & Administration	6
Windows 2000: Network Infrastructure Implementation	6
Windows for Windows NT Administrators	6

### Level III Prerequisites:

You should have completed all lower level courses and have a **thorough** working knowledge of the application.

You should be able to use the application to perform all level I and II activities with a high level of confidence.

Please check the course description for additional, or more specific, prerequisite information.

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# Project Management Courses

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## Project Management Fundamentals

**Code:** 482

**Duration:** 2 days

**Dates:** October 18 & 19, 2004

January 24 & 25, 2005

**Time:** 9:00 – 4:00

**Cost:** \$95.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building #3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

Project Management Fundamentals overviews the basics of project management. It provides the theory and core methodology you will need to manage projects or participate on project teams. Topics covered include:

- The Project Management Life Cycle
- Setting Up for Success
- The Project Team
- Risk Management
- Project Plans
- The Project Schedule
- The Project Budget
- Project Tracking and Control
- Project Reports
- Project Close-out

**Who can benefit:** Students who wish to learn how to use project management techniques to plan, organize, control, document, and close out their projects successfully and with minimum risk.

**Prerequisites:** There are lab files you may need to access on the computer, therefore you must have a working knowledge of your computer's operating system including: starting and shutting-down the computer, using the mouse to access menus, opening and closing windows, and starting and closing applications.

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## Project Management Professional

**Code:** 483

**Duration:** 6 days

**Dates:** December 15, 16, 17, 20, 21 & 22, 2004

**Time:** 9:00 – 4:00

**Cost:** \$295.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building #3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

Project management is one of the hottest careers in the world today. Project managers with proven skills and experience can find exciting, high-visibility opportunities in a wide range of fields. This course provides the skills and knowledge you will need to prove project management mastery on the job as you manage projects. Topics covered include:

- Defining the Project
- Selecting the Project Manager
- Team Development
- Communications Planning
- Managing Project Risk
- Planning Project Activities
- Making the Schedule
- Estimating Project Costs
- Cost Budgeting and Life Cycle Costing
- Quality Planning
- Procurement Management
- Project Integration Management
- Project Scope Verification
- Quality Assurance
- Information Distribution
- Project Control
- Cost and Schedule Performance Measurement
- Quality Performance Measurement
- Change Control Systems
- Administrative Closure and Contract Close-Out

**Who can benefit:** Students with at least one year of project management experience will benefit from the concepts, topics, and tasks presented in this course.

**Prerequisites:** Project Management Fundamentals course **and** Microsoft Project 2000 course.

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## Microsoft Project Level I

**Code:** 464  
**Duration:** 2 days  
**Date:** November 1 & 2, 2004  
February 2 & 3, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This workshop will provide a basic understanding of project management using Microsoft Project 2000. Main topics covered include:

- Project Management - Introduction to Project 2000
- Creating a Project – Project Information
- Outlining – Creating and Using the Outline
- Subprojects
- Resources – Assigning Resources
- Resource Views
- Adding Material Resources
- Calendars – Base Calendars
- File Management – Opening and Saving a Project
- Setting Lead and Lag Times – Managing Resources
- Customizing Views, Tables and Toolbars – Customizing Graphical Views
- Project Costs – Scheduling Task Constraints
- Tracking the Project – Entering Actual Information

**Who can benefit:** Anyone who would like better control over management issues such as project management, resource allocation, and time management.

**Prerequisites:** Basic level courses. You will get the most of this course if you have some familiarity with Microsoft Office.

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## Microsoft Project Level II

**Code:** 465  
**Duration:** 2 days  
**Date:** November 22 & 23, 2004  
February 22 & 23, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

In the Microsoft Project 2000: Level 2 course, you will learn how to track and modify a project that is in progress. Specifically, you will create a baseline plan and track an active project; manage tasks that will occur in the future and work with resource needs; customize Microsoft Project and work with data in other applications; and work with resource pools and consolidated projects. Course objectives include:

- Creating a baseline plan
- Previewing a baseline report
- Clearing a baseline
- Modifying the environment for tracking
- Entering data for completed tasks
- Entering actual data for tasks in progress
- Adjusting the schedule of future tasks
- Setting and displaying an interim plan
- Work-hour considerations
- Customizing resource reports
- Working with views, toolbars and macros and global settings
- Importing data and Exporting data
- Working with a resource pool
- Working with subprojects and master projects

**Who can benefit:** Anyone who is currently using MS Project to manage projects.

**Prerequisites:** You will get the most of this course if you have some familiarity with Microsoft Office. You must have previous experience with Microsoft Project or have taken Microsoft Project I.

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# Computer Courses

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## Basic PC Skills

**Code:** 438  
**Duration:** 1 day  
**Dates:** September 13, 2004  
**Time:** 9:00 - 4:00  
**Cost:** \$45.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This workshop provides an introduction to basic computer concepts and is for employees who are completely new to using personal computers. The objectives of this workshop are to:

- Provide a general overview of what the personal computer (PC) is
- Understand and use basic computer terminology
- Understand and work within the Microsoft Windows environment
- Learn basic keyboard and mouse skills
- Understand the software application process

The class format consists of short lecture sessions followed by hands-on lab exercises. The pace of this class is purposely **slow**.

Windows 2000, Microsoft Word and Excel are presented and each participant is given the opportunity to see the commonalties between different software applications. The concepts learned in this class will be used every day no matter what application software you actually use at your work site (Word, WordPerfect, Excel, Lotus 123...).

**Who can benefit:** Employees who have **little** or **no** computer experience with a need to familiarize themselves with basic PC functions using a mouse and application software.

---

## Introduction to Personal Computers

**Code:** 401  
**Duration:** 2 days  
**Dates:** September 14 & 15, 2004  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This 2-day workshop provides a general introduction to computer hardware and software. The objectives of this workshop are to:

- Provide students with a more in-depth overview of what a personal computer (PC) is
- Provide an overview of how to use the PC and software to accomplish your work

## Introduction to Personal Computers (continued)

- Understand what general classes of application software are available
- Understand and use basic computer terminology
- Understand the software application process
- Provide experience using the mouse, keyboard and interacting with the Windows environment

This class takes a more in-depth view of application software. Windows 2000, Microsoft Word and Excel (more applications if time permits) are presented and each participant is given the opportunity to use them. The emphasis of this class is on using application software to create documents, and understanding and using the application process to manage documents (Open, New, Save, Resave, Print, Close, Exit...).

The class format consists of lecture sessions followed by lab exercises that illustrate and reinforce key points and provide hands-on experience using application menus and tool bars, the mouse and the keyboard.

**Who can benefit:** Employees who have little or no computer experience and have a need to familiarize themselves with basic PC functions using a mouse and application software.

---

## Introduction to Windows

**Code:** 427  
**Duration:** 1 day  
**Dates:** September 16, 2004  
**Time:** 9:00 - 4:00  
**Cost:** \$45.00  
**Number of participants:** 8 - 12  
**Facility:** ASDC, 27 Hazen Drive

This course provides practical hands-on training in the fundamental features of Windows 2000. Topics include:

- Windows concepts and terminology
- Identification of interface elements
- Customizing the Windows 2000 Desktop, Task bar, Start button, and Notification area
- How to use the My Computer, Windows Explorer, and Recycle Bin applications
- Learn to use various mouse buttons
- Creating folders and folder management
- Copy/Move documents from one folder to another
- Modifying the Start menu and recently used documents folder
- Create Desktop icons for documents or applications you use frequently

The focus of the class is Windows 2000, not application software (Word, Access, Excel...).

**Who can benefit:** Any employee who has a need to understand and work in the Windows environment.

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## **Introduction to Microsoft Outlook**

**Code:** 437  
**Duration:** 1 day  
**Dates:** October 4, 2004  
January 6, 2005  
**Time:** 9:00 – 4:00  
**Cost:** \$45.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

Introduction to Outlook provides students with basic knowledge to use the Outlook personal information manager.

Students will learn Outlook terminology, how to identify interface components and the fundamentals of using Outlook to create and manage mail, appointments, events, meetings, tasks, contacts and folders.

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## **E-Mail Workshop**

**Code:** 440  
**Duration:** 1 day  
**Dates:** October 5, 2004  
January 7, 2005  
**Time:** 9:00 – 4:00  
**Cost:** \$45.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Dr.

This class will be conducted in a workshop format and deals with creating and editing e-mail, including attachments and managing your e-mail using Microsoft Outlook. We will also show you how to mail directly out of Microsoft applications (Word, Excel, PowerPoint and Access).

This class will concentrate on the e-mail aspects of Outlook and Microsoft Office. This is not a class in Outlook. If you want to expand your knowledge of Outlook 2000, consider the Outlook 2000 class instead. Topics covered include: e-mail overview; e-mail considerations; viruses, hoaxes, security issues, creating and editing e-mail documents; sending e-mail; managing e-mail; how to include attachments; how to e-mail directly from Microsoft applications; and how to build and use distribution lists.

This is a workshop format; so bring questions, problems and examples. Examples will be dealt with as, and if, time permits.



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## Microsoft Word Level I

**Code:** 431  
**Duration:** 2 days  
**Dates:** October 18 & 19, 2004  
January 18 & 19, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This course is designed for new users of Microsoft Word. This workshop introduces participants to the basic skills required to use MS Word. Participants will learn how to: create, save, retrieve, edit, and print documents; navigate through documents, set margins, tab stops, and line spacing; perform character and paragraph formatting; insert special symbols and fields; control page appearance; create headers and footers; work with multiple documents; use proofing tools (spell checker, Thesaurus, grammar checker, AutoText, and AutoCorrect); use the find and replace command; insert files and graphics; and other features of Word. Completion of this workshop provides participants with the skills required to perform basic word processing tasks.

**Who can benefit:** All employees who need to learn the basic skills necessary to begin using Word 2000.

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## Microsoft Word Level II

**Code:** 436  
**Duration:** 2 days  
**Dates:** November 3 & 4, 2004  
February 7 & 8, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This course is designed for intermediate users of Microsoft Word. Participants in this course will learn to use the more complex features of Microsoft Word to manage files; create folders, sort, and customize the Word for Windows workspace and toolbars; use styles and document templates; create styles and document templates; use mail merge to create mailing labels, envelopes, and form letters; create and edit tables; use WordArt; create an index and table of contents; create and format document sections; create newspaper style columns; and create basic macros.

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## Microsoft Word Level III

**Code:** 452  
**Duration:** 2 days  
**Dates:** December 1 & 2, 2004  
March 7 & 8, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

Participants in this advanced course will learn to use the more complicated features of Microsoft Word to enhance productivity, develop more vibrant documents and hone their skills. Topics for this class will include: Working with Clip Art, Word Art, text boxes and other graphic elements, Creating and customizing Columns, Creating and working with document sections, Using Bookmarks, Using Themes, Creating newsletters, flyers, and documents using graphic elements, and Creating and using basic macros

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## Word Booklet and Brochure Workshop

**Code:** 703  
**Duration:** 1 day  
**Dates:** October 1, 2004  
December 30, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$45.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Dr.

Do you want to create booklets and/or brochures, but you don't have a desktop publishing program? Microsoft Word XP has powerful desktop publishing tools available to its users. Participants in this workshop will learn to:

- Create a tri-fold brochure
- Create a folded booklet
- Use graphic objects, such as clip art, WordArt, and pictures in their publications
- Work with graphic object properties
- Use tables to control text location

**Who can benefit:** Any employee who needs to work with, or who would like to explore creating booklets and brochures in Microsoft Word .

**Prerequisites:** Level I.

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## Word Merge Workshop

**Code:** 445  
**Duration:** 1 day  
**Dates:** September 30, 2004  
December 29, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$45.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This class will be conducted in a workshop format and deals with performing merges using Word 2000. If you need to sharpen your merge skills, this is the class for you. Students will learn how to create data sources from within Word or use external data sources (Access and Excel) to create merged documents (letters, labels). Topics covered include:

- Mail merge overview
- Creating a Main Document
- Creating and working with data sources
- Working with Merge Fields
- Merging Data
- Merge process
- The merge toolbar
- Considerations for Broadcast E-Mail or fax
- Using Address Book
- Using Excel as a data source
- Using Access as a data source

Students should bring questions, problems and may bring in examples. Examples will be dealt with as, and if, time permits.

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## Microsoft Excel Level I

**Code:** 430  
**Duration:** 2 days  
**Dates:** October 26 & 27, 2004  
January 25 & 26, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This workshop is designed for new users of Microsoft Excel and introduces participants to the basic skills required to use MS Excel. You will learn how to: design, create, save, retrieve, edit, print, and navigate through worksheets; manage worksheets and workbook files; use cell and range selection techniques; enter data; create and edit formulas; use functions, function arguments and the Function Wizard; link worksheet and workbook data; format a worksheet; use relative and absolute cell addressing features; use productivity features like AutoEntry, AutoCorrect, and the Fill handle; and how to create charts. Completion of this workshop provides participants with the skills required to perform basic spreadsheet tasks.

**Who can benefit:** All employees who need to learn basic worksheet skills and how to work with worksheet data in any version of MS Excel.

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## Microsoft Excel Level II

**Code:** 435  
**Duration:** 2 days  
**Dates:** November 17 & 18, 2004  
February 22 & 23, 2005  
May 3 & 4, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 - 12  
**Facility:** ASDC, 27 Hazen Drive

Participants in this intermediate course will learn to use the more complex features of Microsoft Excel to:

- Construct more complex formulas by combining and nesting formulas and functions
- Use absolute and mixed cell references
- Use Date and Time functions
- Use Text functions
- Use Lookup and reference functions
- Use Logical functions (If)
- Combine the different type of functions
- Work with named ranges

**The main emphasis in this class is complex formula construction.** The class provides lots of hands-on experience creating more and more complex and nested functions.

**Who can benefit:** All employees who need training in regards to formula and function usage.

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## Microsoft Excel Level III

**Code:** 485  
**Duration:** 2 days  
**Date:** December 8 & 9, 2004  
March 15 & 16, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 - 12  
**Facility:** ASDC, 27 Hazen Drive

**The emphasis in this class is complex formula construction and data analysis tools.** Participants in this advanced level course will learn to use the database formulas and functions, data analysis tools and how to construct macros. Topics include:

- Managing Lists
- List Manipulation Techniques
- Range Names
- Database Functions
- Data Analysis Tools
- Histogram Distribution Table
- Form Command
- Filtering Records
- Advanced Filter
- PivotTable
- Data Tables
- Macros

**Who can benefit:** All employees who need advanced training in Excel, especially in regards to list management functions and using data analysis tools.

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## Excel Macro Workshop

**Code:** 718  
**Duration:** 2 days  
**Date:** October 6 & 7, 2004  
December 15 & 16, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

A complete programming language (Visual Basic for Applications) is built into Excel (and all Microsoft products). This two-day course is designed to introduce students to the Excel VBA language and programming environment.

A lecture/hands on lab format will be used. By the end of this course the student will be able to create and edit Excel macros using the macro recorder and the Integrated Development Environment (the Visual Basic Editor) interface. This class is targeted to individuals who have a **solid and thorough working knowledge** of Excel through level II.

Topics covered include:

- Excel macro types
- Recording macros
- Creating, storing, editing, saving and invoking macros
- Understanding and using the Personal Macro workbook
- Introduction to Visual Basic for Applications
- Opening and Using the Visual Basic Editor Window
- Using the Project window interface, VB Toolbar
- Visual Basic Language Syntax
- Variables and data types
- Looping (Select, If, For and Do) and With structures
- Assigning a macro to a toolbar Internet resources including VBA Forums and VBA developer websites
- Understand the relative reference button
- Use the forms toolbar to create buttons
- Creation of user defined functions and subs
- Security levels, settings and digital certificates

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## Excel Formula Workshop

**Code:** 446  
**Duration:** 1 day  
**Date:** October 12, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$45.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This workshop deals with creating formulas and working with functions in Excel 2000. Course material will apply to any version of Excel. If you currently use Excel and want to sharpen your skills in creating formulas and using functions, this is your class. This class will consist of an entire day of creating formulas and using functions. **A lot of this material is normally covered in Excel II. If you have already taken Excel II this material will largely be review.** What topics are actually covered depends on the knowledge level of participating students. Topics covered include:

- When to use formulas
- Simple formula construction
- Using parentheses in formulas and the order of operations
- Nesting formulas within formulas
- Excel functions
- Function arguments
- Absolute references Circular references
- Using the Paste function wizard
- Using functions and formulas to derive function arguments
- Data analysis functions
- Auditing

Students should bring questions, problems and examples. Examples will be dealt with as, and if, time permits. If you want to use your problem or spreadsheet as an example, I need to know well in advance. If you have any questions, please call Jim Ramanek.

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## Microsoft Access Level I

**Code:** 432  
**Duration:** 2 days  
**Dates:** October 28 & 29, 2004  
November 1 & 2, 2004  
February 1 & 2, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 - 12  
**Facility:** ASDC, 27 Hazen Drive

This course is designed for new users of Microsoft Access. Students will learn the **basic** skills required to begin using Microsoft Access and gain a general understanding of relational database concepts. Students will design and create databases, tables, queries, forms, and reports.

- An introduction to databases and database terminology, tables and relationships
- An overview of access objects
- Table Design and creation
- Defining and using primary keys
- Creating table relationships
- Editing, finding, filtering and sorting data
- Creating Select queries, defining criteria
- Creating and using simple forms
- Creating and using simple reports

Completion of this workshop provides participants with the skills required to perform basic database tasks using MS Access.

**Who can benefit:** Employees using Access who need to learn how to create, use, and maintain databases; create forms; basic queries and reports.

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## Microsoft Access Level II

**Code:** 433  
**Duration:** 2 days  
**Dates:** November 22 & 23, 2004  
March 2 & 3, 2005  
**Time:** 9:00 – 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

Students will learn how to use complex query techniques, multiple criteria, logical operators, generate aggregate totals, use different query type (append, make-table, delete, Update, cross-tab, find duplicate, find unmatched), create efficient forms and reports, and create macros to automate their forms. . Topics include:

- Table design
- Working with multiple tables and table relationships
- Working with referential integrity
- Modifying table design
- Creating complex select queries and using the query properties window
- Using functions and computations in queries
- Using statistical computations in queries
- Creating new fields using queries
- Extracting and concatenating data
- Creating parameter queries and multi-table queries
- Using action queries (Make Table, Update, Delete, Append)

Completion of this workshop provides participants with the skills required to perform basic database queries using MS Access.

**Who can benefit:** All employees who need advanced training in Microsoft Access queries.



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## Microsoft Access Level III

**Code:** 434  
**Duration:** 2 days  
**Date:** December 13 & 14, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This course provides a more detailed overview of the Access database management system. Topics include:

- Creating combo and list boxes and how forms inherit database properties
- Creating advanced queries using joins
- Working with forms using multiple tables and/or queries
- Working with form sections and property fields
- Performing calculations in forms
- Advanced form design, using sub-forms and command buttons with forms
- Creating Switchboards
- Advanced report design, multi-table reports and mailing labels
- Sorting and grouping report data, creating subtotals and totals in reports
- Working with simple macros
- Importing data into Access

➤ **This course does not cover Modules.** See Extending Microsoft Access with VBA (Visual Basic for Applications)

Completion of this workshop provides participants with the advanced skills required to create and work with complex forms and reports, create macros and switchboards.

**Who can benefit:** All employees who need advanced training in Microsoft Access.

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## Access Database Design Workshop

**Code:** 443  
**Duration:** 2 days  
**Date:** September 20 & 21, 2004  
November 8 & 10, 2004  
February 14 & 15, 2005  
**Time:** 9:00 – 4:00  
**Cost:** \$90.00  
**Number of participants:** 8 – 12  
**Facility:** ASDC, 27 Hazen Drive

This is a workshop, not a class. It is expected that students come into the class with a solid working knowledge of access, have some design experience and have created databases.

This workshop deals with the design of relational databases, database tables and their implementation and is designed for people who have a working knowledge of Access.

## **Access Database Design Workshop (continued)**

Which topics are actually covered depends on the knowledge level of participating students. Possible topics covered include:

- Understanding database systems
- Defining entities and entity attributes
- Understanding the concepts of normalization and denormalization
- Normalization forms and the process to normalize data to the relational model
- NorTypes of relationships (1-1, 1-n, n-n)
- Enforcing database integrity
- Joining types

The above are suggested topics. The topics and material actually covered will be dependent upon student knowledge and ability. The class will move as far and as fast as student ability permits. The concepts are applicable to any version of Access or other database product.

**Who can benefit:** Any employees who need training in database design or who are in the design phase of database construction.

**Prerequisites:** Level I and II Access classes.

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## **Access Query Design Workshop**

**Code:** 444

**Duration:** 1 day

**Date:** October 13, 2004

**Time:** 9:00 – 4:00

**Cost:** \$45.00

**Number of participants:** 8 – 12

**Facility:** ASDC, 27 Hazen Dr

This workshop deals with creating queries in Access. If you currently use Access to create queries and want to go to the next level or to just sharpen your query skills, this is the place to be. This class will consist of an entire day of creating queries. Which topics are actually covered depends on the knowledge level of participating students. This is **not** an SQL class (please see the SQL class later on). Topic areas include:

- Review of Access Query Types
- Creating Select queries
- QBE – using the Query By Example grid
- Creating Action queries (Make Table, append, Delete and Update)
- Creating new fields using queries
- Performing calculations
- Using the Build button
- Creating Parameter queries
- Joining tables to create multi-table queries
- SQL – Viewing underlying Structured Query Language

**Prerequisites:** Level I and II Access classes.

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## **Extending Microsoft Access with VBA (Visual Basic for Applications)**

**Code:** 474

**Duration:** 3 days

**Dates:** October 6, 7 & 8, 2004

March 7, 8 & 9, 2005

**Time:** 9:00 – 4:00

**Cost:** \$150.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building #3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

This Microsoft Access with Visual Basic workshop provides training on how to further develop and extend Microsoft Access. Topics covered include:

- Programming with Macros and VBA
- Capabilities of Visual Basic
- Query by Form
- Opening the VBA editor from within Microsoft Access
- Distinguishing between keywords, statements, procedures and modules
- How to create, edit and run a VBA procedure
- Using Quick Info and Complete Word tools to facilitate VBA coding
- Visual Basic Overview
- Types of Visual Basic Projects, Visual Basic Editions
- The Visual Basic IDE, Managing the Workspace

**Who can benefit:** Any employee who uses Microsoft Access on a daily basis and would like to learn new features available to increase the efficiency of Access databases.

**Prerequisites:** **You should be a power Access user.** You must have a thorough understanding of the access interface and be very familiar with creating and managing Access objects. This experience could be acquired through our Access I, II, III and workshop courses or through previous experience with Microsoft Access. Exposure to event programming would be helpful but not necessary.

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## Manipulating Data with SQL (Structured Query Language)

**Code:** 486

**Duration:** 4 days

**Dates:** December 27, 28, 29 & 30, 2004

**Time:** 9:00 – 4:00

**Cost:** \$395.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Students will learn basic, intermediate, and advanced SQL querying techniques as well as how to add, update, and delete data, tables, views, and indexes. The course will be taught using SQL Server. But, the goal is to teach the SQL command language and not SQL Server specifically. Topics covered include:

- Introduction to databases and SQL
- Introduction to the SELECT statement
- Calculating data
- Selecting specific rows
- Grouping data
- Multi-table queries
- Querying with unions and advanced joins
- Querying with sub queries
- Adding data
- Updating and removing data
- Manipulating tables and views
- Manipulating indexes
- Creating databases
- Ensuring data integrity with transactions

**Who can benefit:** Anyone who would like to learn concepts and practical techniques for SQL (Structured Query Language) databases and RDBMS (Relational Database Management Systems). Potential students include Access power and end users, and developers of data access methods.

### **Prerequisites:**

- Level I **and** II Access courses for access users
- Basic level courses for developers

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## Using Microsoft PowerPoint

**Code:** 421  
**Duration:** 2 days  
**Dates:** September 22 & 23, 2004  
January 10 & 11, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 8-12  
**Facility:** ASDC, 27 Hazen Drive

This workshop is designed for new users of Microsoft PowerPoint and introduces participants to the basic skills required to use Microsoft PowerPoint. Topics include: introduction to the Microsoft PowerPoint window and design tools; presentation design; creating a presentation or slide show; using the drawing tools, inserting clip art and WordArt; organization charts and graphs; using templates and the slide master; managing a presentation using builds and transitions; and creating speaker's notes and audience handouts. Completion of this workshop provides participants with the skills required to create basic PowerPoint presentations.

**Who can benefit:** Any employee who needs to create and give standup presentations, PC based presentations or slide shows.

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## Microsoft PowerPoint Features & Applications Seminar

**NEW**

**Code:** 716  
**Duration:** 1 day  
**Dates:** November 24, 2004  
March 4, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$45.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Bldg 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Microsoft PowerPoint is a powerful tool for creating interactive presentations. This seminar will review topics covered in PowerPoint Level 1, as well as additional features to enhance your productivity in creating presentations. Topics covered include:

- Placing web pages, videos, and other media into PowerPoint
- Hyperlinking PowerPoint slides and web sites
- Object Linking & Embedding (OLE)
- Creating and formatting interactive presentations
- Creating background pictures on the Slide Master
- Grouping & ungrouping PowerPoint objects
- Additional clip art sources for pictures and backgrounds
- Importing & manipulating photographs and clip art
- Advanced animation, film clips, and audio
- Creating and using macros
- Embedding fonts in a presentation

**Who can benefit:** Students who have used PowerPoint and would like additional tips & tricks for creating PowerPoint presentations.

**Prerequisites:** Microsoft PowerPoint Level 1 or equivalent knowledge.

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## Microsoft Publisher Level I

**Code:** 455  
**Duration:** 2 days  
**Date:** September 23 & 24, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$90.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Publisher is desktop-publishing software used to create: letterhead, newsletters, catalogs, envelopes, business cards, web pages and other publications.

### Objectives:

- Publisher Toolbars and Menu Bar
- Create, Save and Print a Publication
- Use Wizards and Templates
- Work with Drawing Tools, Layers and Objects
- Create and Format Text
- Apply WordArt, Drop Caps, Borders, Shading and Shadows
- Table Creation and Formatting
- Create a Web Page
- Output a Publication for Offset Printing

**Who can benefit:** Any employee who has had interest in using Desktop Publishing.

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## Adobe PageMaker Level I

**Code:** 439  
**Duration:** 2 days  
**Dates:** November 3 & 4, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$100.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building #3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This course is for beginner to intermediate PageMaker users who want to learn the fundamentals of PageMaker. Students will learn how to use Adobe PageMaker to create clean, dynamic documents. By building a practical newsletter, students learn to control the PageMaker environment, work with text blocks, integrate graphics and text, and print master documents. Topics covered include:

- Overview of desktop publishing
- Understanding and controlling the PageMaker interface
- Creating, Opening and Saving PageMaker files
- Understanding and using paragraph styles
- Printing and typesetting terminology explained
- Text editing

### **Adobe PageMaker Level I (continued)**

- Arranging text and graphics
- Applying principles of publication layout and design
- Drawing tools
- Special effects
- Understanding master pages
- Printing and output

**Who can benefit:** Any employee who uses Adobe PageMaker or has had interest in using Desktop Publishing.

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## **Internet Explorer Level I**

**Code:** 426

**Duration:** 1 day

**Dates:** September 28, 2004

December 27, 2004

**Time:** 9:00 - 4:00

**Cost:** \$45.00

**Number of participants:** 8 – 12

**Facility:** ASDC, 27 Hazen Dr.

Participants in this beginner level workshop will learn to use Microsoft Internet Explorer to connect to the Internet and browse the world-wide web. The workshop objectives:

- Provide a general overview of what the world wide web is, how the world wide web is organized and the function of a web browser
- Understand and use basic internet and browser terminology
- Understand and work within the Microsoft Internet Explorer environment
  - Identification of Explorer interface elements
  - Identification and use of the various tool bar icons
- How to:
  - Customize your Internet Options via the Control Panel or Tools option
  - Define a Home Page
  - Manage Temporary Internet Files, History and Cookies folders
  - Set Privacy and Content settings
  - Define which program Windows automatically uses for each internet service
  - Set advanced internet settings, create wallpaper from pictures on the internet, and send a page or link by e-mail
  - Use the Find command to find text on a web page
  - Manage the Favorites folder
    - How to organize Favorites, create and manage favorites folders

## **Internet Explorer Level I (continued)**

- Gain knowledge about search engines and generally how to use them to search for and retrieve information.
- Gain knowledge about Viruses, Hoaxes, Firewalls, adware, scam ware and other interesting things.

**Who can benefit:** Any employee who needs to access and the Internet using Internet Explorer

**Prerequisites:** Basic Level courses

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## **Research on the Internet**

**Code:** 460

**Duration:** 1 day

**Date:** September 29, 2004

December 28, 2004

**Time:** 9:00 - 4:00

**Cost:** \$45.00

**Number of participants:** 8 – 12

**Facility:** ASDC, 27 Hazen Dr.

Learn to more effectively conduct research on the Internet. Learn which search engine is most effective for the type of information for which you are searching. Learn skills for developing more effective search criteria. Topics covered include:

- What you can find on the internet
- The research process
- Finding people, businesses and organizations on the internet
- Using subject trees
- Effectively using search engines
- Using Boolean operators to enhance your search
- Phrase searching
- Using proximity functions
- Using wildcards and truncation
- Research tools and file formats
- Free on the web

**Who can benefit:** Any employee who needs to search the Internet for information.

**Prerequisites:** Basic level courses **and** Internet Explorer



# Technical Support Specialist Training Program

A program designed to provide personnel with the skills and knowledge needed to become a **Technical Support Specialist**

*Sponsored by the Bureau of Education & Training and provided by TechMarket Training, Inc.*

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This program combines the following courses:

**A+ Hardware and Operating System Technician**  
**Network+ Technician**

Graduation includes a Certificate of Accomplishment and a letter from the Division of Personnel granting the equivalent of one year of experience towards qualification for Technical Support Specialist positions.

The combined course provides both the theory and the hands-on experience required to develop the hard skills and problem solving techniques you need to implement and troubleshoot hardware, software and network related problems. For a list of the specific topics covered, please see the A+ and Network+ descriptions or contact Jim Ramanek.

The coursework is conducted in half-day sessions to provide study time and/or more lab time. Day sessions (12:30 to 4:30) are 3 days per week; evening sessions (5:30 to 9:30), when offered, are 2 nights per week. There is also a lab time requirement. Additional lab time is available for students at the student's request. Summer programs are condensed in order to have the course work end before the beginning of the school year allowing educators to participate in the program.

Students may access the test preparation software for the COMPTIA A+ and Network+ exams as well as the state Technical Support Specialist I exam.

Daniel Webster College will provide **6** college credits for this training program (3 credits for the A+ component and three credits for the Network+ component).

**To apply:** Complete the Bureau of Education and Training Registration Form for each class and submit to the Division of Personnel, Bureau of Education & Training, 25 Capitol Street, Concord, NH 03301.

**Student Loans** - This program qualifies for several different types of student loans through TechMarket Training, Inc., including VA loans.

**For more information**, call Jim Ramanek at 271-3266 (or at [james.ramanek@nh.gov](mailto:james.ramanek@nh.gov)).

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## **A+ Hardware and Operating System Technician**

**Code:** 701

**Duration:** 15 half-days

**Date:** September 13 – October 18, 2004

January 10 – February 14, 2005

**Time:** M-W-F, 12:30 – 4:30 PM

**Cost:** \$1,050.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This course is designed to provide students with a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking. Students will learn problem-solving techniques and acquire practical troubleshooting skills through extensive hands-on training in order to be able to resolve computer hardware component, software application, and operating system problems.

The focus of this class is hands on development of hard skills in the following areas:

- Hardware Installation, Configuration and Upgrading
- Hardware Diagnosing and Troubleshooting
- Optimizing System Performance
- Hardware Preventive Maintenance
- Motherboard/Processors/Memory
- Printers
- Networking hardware and components
- Operating System Fundamentals
- Operating System Installation, Configuration and Upgrading
- Operating System Diagnosing and Troubleshooting
- Network Operating Systems

### **Who can benefit:**

- Students wishing to pursue A+ COMPTIA Certification will find this course helpful in preparing for the exam.
- This course combined with the Network+ Technician course and the Cabling course will help to prepare students for the State Technical Support Specialist I exam.

**Prerequisites:** Basic level courses.

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## Network+ Technician

**Code:** 702

**Duration:** 12 half-days

**Date:** October 25 – November 26, 2004

February 23 – March 28, 2005

**Time:** M-W-F, 12:30 – 4:30 PM

**Cost:** \$1,050.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building 3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

The Network+ course provides students with technical competency in networking administration and support. This course is designed to provide students with a critical knowledge of media and topologies, protocols and standards, network implementation and network support.. Students should acquire the skills necessary to install, test, maintain and troubleshoot network operating systems and network components. Students will acquire these skills and learn problem-solving techniques through extensive hands-on training. Topics covered include:

- Basic Network Theory
- Media and Topologies
- Protocols and Standards
- Network Connectivity
- Advanced Network Theory
- OSI Model
- Common Network Protocols
- TCP/IP Services
- TCP/IP Fundamentals
- TCP/IP Suite Utilities
- Alternate Network Protocols
- Network Configuration, Implementation and Support
- Network LAN Infrastructure
- Maintain And Support The Network
- Network Security
- Remote Connectivity
- Identify, Assess, Respond And Resolve Connectivity Problems

### Who can benefit:

- Students wishing to pursue Network+ COMPTIA Certification will find this course helpful in preparing for the exam.
- This course combined with the A+ Hardware & Operating System Technician course and the Cabling course will help to prepare students for the State Technical Support Specialist I exam.
- Network+ is intended as a student path for entering into networking.

**Prerequisites:** Basic level courses.

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## Intuit QuickBooks Pro Level I

**Code:** 463  
**Duration:** 2 days  
**Date:** September 9 & 10, 2004  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This 2-day instructor-led QuickBooks introductory class is designed to deliver the following course objectives:

- Understanding the QuickBooks interface
- Working with Lists to set up accounts, customers, vendors, items, and jobs
- Customizing QuickBooks for your business
- Working with Forms to record business activities
- Creating your company's books from scratch, or by converting a Quicken® file
- Setting up inventory
- Preparing and processing estimates, invoices, bills, bill payments, credits, refunds, bank deposits, and customer statements
- Integrate your QuickBooks Pro report information with Microsoft Excel
- Set up and use QuickBooks Pro with multiple users on a network
- Tips and tricks to work more efficiently in QuickBooks

Course presentation is a mixture of lecture and hands-on. Students will set up a mock company and record day-to-day QuickBooks activities.

**Who can benefit:** Employees who use QuickBooks in their day-to-day work activities, those who are considering using QuickBooks, and people who are planning on moving their books to QuickBooks Pro.

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## Intuit QuickBooks Pro Level II

**Code:** 463A

**Duration:** 2 days

**Date:** December 8 & 9, 2004

**Time:** 9:00 - 4:00

**Cost:** \$90.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Students will learn how to customize forms; work with credit card transactions, work with Asset, Liability and Equity accounts; create and customize reports and graphs; track and pay sales tax; manage payroll, complete job estimates, time tracking and costing; create customized letters and forms; and synchronize with Contact Management software.

Objectives of this workshop include:

- Create customized letters and forms
- Work with credit card transactions
- Work with Asset, Liability and Equity accounts
- Create and customize reports and graphs
- Prepare and interpret important financial reports
- Track and pay sales tax
- Manage payroll from setting payroll up thru tracking and paying tax liabilities
- Complete job estimates, time tracking and costing
- Set up and process federal and state payroll
- Creating and working with budgets
- Synchronize QuickBooks with Microsoft Outlook or ACT

**Who can benefit:** Students using QuickBooks for the first time will learn how to use the basic features of the software. Students who have used QuickBooks before will quickly learn the new features and functionality of QuickBooks 2001.

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## Crystal Reports Level I

**Code:** 468

**Duration:** 2 days

**Dates:** November 29 & 30, 2004

December 22 & 23, 2004

**Time:** 9:00 - 4:00

**Cost:** \$100.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building 3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

This training workshop is designed for beginner to intermediate Crystal Reports users who need to quickly become proficient in creating and modifying reports. Topics covered include:

- Report Design and Creating a basic report
- Record Selection and Sorting, Grouping and Summarizing
- Basic Queries
- Presentation Quality Reports
- Text Objects
- Linking
- Formula Basics
- Section Formatting
- Conditional Reporting
- Charting
- Basic Report Distribution
- Exporting to other formats

**Who can benefit:** Information Professionals or business users who need to learn the basic skills required to create and modify reports using Crystal Reports.

### **Prerequisites:**

- Students must have a working knowledge of Microsoft Windows and Windows applications. If you work on a daily basis with Windows and a windows application, you meet this prerequisite. Other wise you will need Introduction to Windows and an introduction to some windows application.
- **Access Level I.** If you use Access, or some other Windows based database product, on daily basis, you meet this prerequisite. Other wise you will need to take Access I first.

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## Crystal Reports Level II

**Code:** 469

**Duration:** 2 days

**Date:** January 20 & 21, 2005

**Time:** 9:00 - 4:00

**Cost:** \$100.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training,  
Inc.

Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This 2-day course is designed to increase report design skills and discover the advanced reporting power of Seagate Crystal Reports. Along with hands-on practice, the course covers architecture, Structured Query Language as it relates to Seagate Crystal Reports, advanced formula creation, Dictionaries, and Queries.

- Report Creation Review
- Sections
- Cross-Tab Objects
- Report Design and SQL
- Advanced Formulas
- Queries
- Parameter Fields
- Subreports
- Advanced Report Distribution

**Who can benefit:** Information Professionals or business users who need to become more proficient in creating and modifying reports within their organization.

### **Prerequisites:**

- Students must have a proven working knowledge of Seagate Crystal Reports features including record selection, sorting, grouping and summarizing and formulas before attending the Advanced course.

---

## Adobe Acrobat Level I

**Code:** 470  
**Duration:** 2 days  
**Dates:** November 8 & 9, 2004  
**Time:** 9:00 - 4:00  
**Cost:** \$120.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Acrobat represents the newest revolution in electronic documents. Learn how to create, edit, and manage your library of electronic PDF files. This course provides you with the basic knowledge you will need to understand how Adobe Acrobat documents are created from standard desktop applications. You will convert actual Word documents, PowerPoint presentations, and Excel spreadsheets to create electronic documents. Students will be introduced to the main methods of creating Adobe Acrobat PDF files then enhance those files using Adobe Acrobat, Acrobat Distiller, and Acrobat Catalog. Upon successful completion of this course, students will be able to:

- Understand what a PDF file is
- Quickly identify components of the Acrobat interface
- Know how to setup Acrobat print drivers
- Identify which print methods work best for a given project
- Understand the process for creating PDF files
- Know how to navigate PDF files
- Understand how to search text with a single PDF file or a group of PDF files
- Set job-specific properties for each PDF print driver
- Understand how to work with Acrobat Distiller
- Will be able to set Acrobat Distiller job options and save options
- Understand how to convert spreadsheets and presentation files into Acrobat PDF files
- Learn how to add navigation elements to a PDF file
- Combine PDF documents into a single PDF file
- Make minor changes to a completed PDF file
- Be able to add and manage annotations
- Know the options for printing PDF files
- Will be able to create searchable indexes using Acrobat Catalog
- Be able to load and use index files from within PDF files

**Who can benefit:** Those who use Adobe Acrobat on the job or employers who are considering implementing Adobe Acrobat in order to create, edit, and manage a library of electronic PDF files on their computer systems.



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## Microsoft Visio Professional Level I

**Code:** 471  
**Duration:** 2 days  
**Date:** October 4 & 5, 2004  
November 10 & 12, 2004  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This workshop provides training in how to create diagramming solutions that will help you document and communicate a broad range of ideas, information, and systems. You will be able to take advantage of specialized diagram types to create network, Web site, office layouts, database, and software diagrams. Topics covered include:

- Getting Started with Visio
- Understanding and Managing the Visio interface
- Using Visio Basics - Working with Visio Files, Toolbars and Menus
- Creating a Drawing
- Enhancing Drawings and Using Basic Drawing Tools
- Connecting Shapes
- Working With Text
- Working With Shapes
- Manipulating Shapes
- Altering Shapes

**Who can benefit:** Any employee who would like to use Microsoft Visio to create diagrams and documentation to exchange information with others.

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## Microsoft Visio Professional Level II

**Code:** 472  
**Duration:** 2 days  
**Dates:** January 3 & 4, 2005  
**Time:** 9:00 - 4:00  
**Cost:** \$90.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This workshop provides additional training in how to create diagramming solutions that will help you document and communicate a broad range of ideas, information, and systems. Topics covered include:

- Working with Pages and Documents
- Creating and Using Styles
- Working with Stencils and Master Shapes
- Merging Shapes
- Using Background Pages
- Working with Layers
- Inserting Pictures and Objects
- Working with ShapeSheets
- Using Special Features

**Who can benefit:** Any employee who would like to use Microsoft Visio to create more complex diagrams and documentation.

**Prerequisites:** Visio Introduction or equivalent. Proficiency in connecting shapes, adding and modifying graphic objects, adding and modifying text.

---

## Microsoft FrontPage Level I

**Code:** 466

**Duration:** 2 days

**Dates:** September 7 & 8, 2004

January 18 & 19, 2005

**Time:** 9:00 - 4:00

**Cost:** \$90.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building 3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

FrontPage 2000 is a powerful tool for creating professional web sites. This course is aimed at giving you a hands-on introduction to producing web sites with FrontPage 2000. Topics covered include:

- Introduction to the Internet and history
- Getting Started with FrontPage 2000
- Introducing the FrontPage 2000 environment
- Planning and producing your web site
- Introducing HTML terminology and Introducing the four basic tags
- Creating Web Sites and Web Pages
- Setting up a new website
- Managing a Web with Tasks
- Working with Text
- Formatting pages
- Using Themes
- Inserting Images into a Web Site
- Editing Images
- Creating Hyperlinks
- Designing Tables
- Publishing and Maintaining a Web Site

**Who can benefit:** Anyone who has considered designing his or her own web site.

### **Prerequisites:**

- Basic Level Courses
- Familiarity with Microsoft Office and browsing the Web using Internet Explorer or Netscape Navigator

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## Web Publishing Overview

**Code:** 717

**Duration:** 1 day

**Dates:** December 10, 2004

January 14, 2005

**Time:** 9:00 - 4:00

**Cost:** FREE

**Number of participants:** 6 – 10

**Facility:** TechMarket Training,  
Inc.

Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Do you want to create a web site but not sure if you should use FrontPage, Dreamweaver or write HTML by hand? Not sure of the difference between HTML & HTTP? Do you want to take classes to learn how to create an e-government or e-commerce web site but not sure which class or classes to start with? This seminar will help you sift through all the hype and figure out what technologies and applications you really need (and what you don't need) to make a new web site or just update your current web site. Technologies and applications introduced include:

- Web Publishing Tools
  - Microsoft FrontPage
  - Macromedia Dreamweaver
  - Macromedia FreeHand
- Web Graphics Tools
  - Macromedia Fireworks MX
  - Adobe Illustrator
  - Adobe Photoshop
- Web Animation Tools
  - Macromedia Flash MX
  - Swish
  - Dynamic HTML (DHTML)
- Web Design Principles
  - Navigation & Accessibility
  - Internet Explorer & Netscape Navigator
  - Search Engine Optimization
- Web Scripting & Programming Technologies
  - Hypertext Markup Language (HTML) & Cascading Style Sheets (CSS)
  - JavaScript, Java Server Pages (JSP) & Active Server Pages (ASP) .NET
  - PHP: Hypertext Preprocessor (PHP) & MySQL

**Note:** The above technologies and applications are *introduced* in this class. You will know what these technologies and applications are and how you might be able to use them in your web project(s).

### Who Can Benefit

Implementers & Managers making purchasing, integration, and training decisions about available web software & technology choices.

### Prerequisites

None, this course is designed to provide an overview of available web technologies & applications.

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## Macromedia DreamWeaver MX Level I

**\*Note new date: Previously scheduled for  
September 29, 30 and October 1, 2004**

**Code:** 473  
**Duration:** 3 days  
**Dates:** December 1, 2 & 3, 2004\*  
**Time:** 9:00 - 4:00  
**Cost:** \$150.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This hands-on DreamWeaver web page design workshop provides training in the following topics:

- DreamWeaver Basics
- Getting started and organizing your site
- Designing a site and working with Text
- Defining a site and specifying page properties
- Switching between design and code view
- Adding text to a page and working with Graphics
- Working with links and images
- Site versus document relative links
- Linking to named anchors
- Designing your pages
- Libraries and style Sheets
- Enhancing web sites with tables and frames, and uploading
- Making resizable tables

**Who can benefit:** Any employee who would like to use Macromedia's DreamWeaver to create professional looking web sites.

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## Macromedia Dreamweaver MX Level II

**\*Note new date: Previously scheduled for  
December 1, 2 & 3, 2004**

**Code:** 493  
**Duration:** 3 days  
**Dates:** Sept. 29, 30 & Oct. 1, 2004\*  
**Time:** 9:00 - 4:00  
**Cost:** \$150.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Dreamweaver Level II is an advanced course that will introduce you to advanced concepts of the Dreamweaver 4.0 Web development application. In this course, you will expand on the knowledge you gained in the Dreamweaver 4.0 Level I course. You will work with advanced Web site creation features available in Dreamweaver, including

## **Macromedia Dreamweaver MX Level II (continued)**

libraries and behaviors. In addition, you will utilize many of the new features available within the HTML 4 standard including style sheets and layers. Topics covered include:

- Rollovers and Navigation Bars
- Libraries
- Defining Head Elements and Managing Keyboard Shortcuts
- Style Sheets
- Layers
- The History Palette
- Browser Targeting
- Coding Tools

**Who can benefit:** Those looking to extend and increase their Dreamweaver and Web design skills.

**Prerequisites:** Dreamweaver 4.0 Level I or equivalent knowledge.

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## **Macromedia Fireworks MX Level I**

**Code:** 475

**Duration:** 2 days

**Date:** January 31 & February 1, 2005

**Time:** 9:00 – 4:00

**Cost:** \$95.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

In this course, you'll use Macromedia Fireworks to create vector graphics, edit bitmap graphics, optimize images, and create and assign rollover effects for the Web. Topics covered include:

- The Fireworks Environment
- Creating Vector Graphics
- Transforming Vector Images and Effects
- Bitmap Images
- Using Text
- Optimizing Graphics for the Web
- Hotspot Links
- Slicing and Rollovers

**Who can benefit:** Anyone who uses Fireworks and would like to increase their knowledge of Fireworks' graphic editing capabilities. Also, anyone who currently designs web pages and would like to enhance those web pages using Fireworks.

---

## Macromedia Flash MX Level I

**Code:** 477

**Duration:** 2 days

**Dates:** September 2 & 3, 2004

February 28 & March 1, 2005

**Time:** 9:00 – 4:00

**Cost:** \$95.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Flash MX Level 1 is a hands-on course that will introduce you to the basics of creating objects and animating in Macromedia's Flash MX. You will explore the basics of Flash, including tools and features, and will create different types of animation. Finally, you will publish material to the Web or a local Intranet. Topics covered include:

- The Flash Environment
- Drawing and Painting
- Manipulating Objects
- Working with Text
- Multiple Layers in a Movie
- Creating Animation
- Publishing Your Flash Movie

**Who can benefit:** Anybody who would like to improve the look and feel of their web site(s) using the wide range of tools available in Macromedia Flash.

---

## Adobe Illustrator 10 Level I

**Code:** 479

**Duration:** 2 days

**Date:** September 27 & 28, 2004

February 24 & 25, 2005

**Time:** 9:00 – 4:00

**Cost:** \$95.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Illustrator 10: Level 1 is a hands-on instruction course that will introduce you to the basics of Adobe Illustrator 10. Adobe Illustrator is a sophisticated graphics program capable of creating complex and attractive illustrations and type effects. In this course, you will learn many of the basic skills that will allow you to take advantage of Illustrator's powerful tools. Topics covered include:

- The Illustrator Environment
- Working with Paths
- Working with Objects
- Fill and Stroke Attributes
- Layers
- Working with Type
- Creating Output

**Who can benefit:** Students who would like to learn the basic features of Illustrator and begin applying the skills that will help them create complex drawings and type effects.

---

## Adobe Illustrator 10 Level II

**Code:** 480

**Duration:** 2 days

**Dates:** March 10 & 11, 2005

**Time:** 9:00 – 4:00

**Cost:** \$95.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

In this course, you will use Adobe Illustrator 10 to create dynamic graphics using advanced drawing and editing tools, path editing techniques, filter effects, and masks. You'll take advantage of Illustrator features such as the Transparency palette, live effects, and the Appearance palette to create engaging effects. Topics covered include:

- Advanced Drawing Tools
- Advanced Path Editing
- Gradients and Blends
- Transforming
- Compound Paths and Shapes
- Raster Images and Filters
- Live Effects and Appearance
- Masking

**Who can benefit:** Students who want to use their knowledge of Illustrator's basic features, in conjunction with new, more advanced techniques, to create even more engaging and dynamic illustrations and graphic effects.

**Prerequisites:** Illustrator 10: Level 1 course or equivalent knowledge.

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## Cisco Network Devices

**Code:** 487

**Duration:** 3 days

**Date:** September 20, 21 & 22, 2004

**Time:** 9:00 – 4:00

**Cost:** \$150.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

This hands-on lab will give you the skills and experience you need to confidently install, configure, monitor and troubleshoot Cisco routers and switches. Using a live classroom multi-router and multi-switch network, you'll practice commands for configuring routers and switches and learn how to manage IP traffic with access lists and queuing. Topics covered include:

- Cisco router startup and initial configuration
- Cisco switch startup and initial configuration
- Manual router configuration
- Using a TFTP server to back up configurations and IOS images
- Configuring RIP and IGRP
- Configuring OSPF
- Configuring standard and extended IP access lists
- Creating a queuing policy
- Setting up a serial point-to-point connection
- Configuring an ISDN connection
- Frame relay configuration
- Configuring a router to function as a bridge

**Who can benefit:** Any one who uses or is planning on using Cisco devices to interconnect multiple networks and would like to learn the necessary commands and practical knowledge.

**Prerequisites:** Network+ course or equivalent knowledge.



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## Enhancing Web Pages with JavaScript

**Code:** 489  
**Duration:** 2 days  
**Dates:** December 20 & 21, 2004  
**Time:** 9:00 – 4:00  
**Cost:** \$95.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Students will learn how to add various JavaScript enhancements to Web sites. Topics covered include:

- JavaScript: The What, Where, and How
- JavaScript Basics
- Object References and Control Structures
- Interactive Images Dynamic Styles and Positioning
- Windows and Frames
- Form Data Verification

**Who can benefit:** Students who would like to improve their Web sites using the client-side functionality provide by JavaScript.

**Prerequisites:** Experience with HTML programming.

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## Optimizing Your Web Site for Search Engines

**Code:** 491  
**Duration:** 1 day  
**Dates:** November 5, 2004  
February 4, 2005  
**Time:** 9:00 – 4:00  
**Cost:** \$45.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

So, you have just produced the best Web site ever created. Now, how do people find their way to your Web site? One option is to spend thousands of dollars on advertising fees. However, very few have the luxury of a large advertising budget. Every day millions of people use search engines to find the information they are looking for. This class will show you proven techniques for getting your site listed on the top-ten search engines. Topics covered include:

- Identifying the Top Ten Search Engines
- Using Meta-tags Effectively
- What is dmoz?
- What Keywords Are People Searching For?

**Who can benefit:** Individuals who would like to increase traffic to their Web site(s).

**Prerequisites:** Basic experience with Web content creation.

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## Introduction to Web Development Using HTML, PHP, & MySQL

**Code:** 490  
**Duration:** 4 days  
**Dates:** October 25, 26, 27 & 29, 2004  
January 5, 6, 7 & 10, 2005  
**Time:** 9:00 – 4:00  
**Cost:** \$200.00  
**Number of participants:** 6 – 10  
**Facility:** TechMarket Training, Inc.  
Prescott Park, Building 3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

PHP (PHP: Hypertext Processor) has recently surpassed Microsoft's ASP (Active Server Pages) as the leading server-side scripting language for use on the World Wide Web. PHP is used on over four million Web server's on the Internet to provide services such as e-commerce, e-government, inventory management, and much more. PHP has been designed to easily interact with the open-source database MySQL. MySQL provides many of the features required of larger, more expensive databases such as Oracle and Microsoft's SQL Server. By learning the two technologies together you will have the basic tool necessary to create interactive web services. Both of these technologies are open-source which means you can download them for free and save significant amounts of money on your Web development project. Topics covered include:

- Creating a Web Page Using HTML
- Structuring Content
- Linking Web Pages Using HTML
- Formatting Text in HTML
- Creating HTML Tables
- Common PHP Script Elements
- File and Directory Handling via PHP
- Processing Forms in PHP
- Addressing the Stateless Nature of HTTP
- Using the SELECT & INSERT Commands in MySQL
- Using the UPDATE & DELETE Commands in MySQL
- Accessing Databases with PHP
- Several Structured Labs

**Who can benefit:** Those looking to build sophisticated dynamic Web sites for e-government or content management.

**Prerequisites:** In addition to basic level courses: basic word processing skills, and previous use of the Internet. **Basic experience with programming, scripting,** or databases will help but is not necessary. DreamWeaver I or basic understanding of HTML.

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## Advanced Web Development Using PHP & MySQL

**Code:** 490A

**Duration:** 4 days

**Dates:** February 7, 8, 9 & 10, 2005

**Time:** 9:00 – 4:00

**Cost:** \$200.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Bldg. #3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

PHP (PHP: Hypertext Processor) has recently surpassed Microsoft's ASP (Active Server Pages) as the leading server-side scripting language for use on the World Wide Web. PHP is used on over four million Web servers on the Internet to provide services such as e-commerce, e-government, inventory management, and much more. Yahoo!®, the most visited web site in the world, recently announced the adoption of PHP as their new scripting platform.

This course builds on the subjects covered in *Introduction to Web Development Using HTML, PHP, & MySQL*. Topics covered include:

- Advanced Session Management
- PHP & Security
- Writing Custom Functions
- Introduction to Object-Oriented PHP
- Separating Code Logic from Presentation
- Advanced Form Processing
- Using JOIN Queries in MySQL
- Several Structured Labs
- And Much More...

**Who can benefit:** Those looking to build sophisticated dynamic Web sites for either e-government, content management, or a myriad of other uses.

**Prerequisites:** TechMarket Course: *Introduction to Web Development Using HTML, PHP, & MySQL* or equivalent knowledge.

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# Technical Courses

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## Linux Fundamentals

**Code:** 494

**Duration:** 4 days

**Date:** October 12, 13, 14 & 15, 2004

**Time:** 9:00 – 4:00

**Cost:** \$395.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Bldg. #3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Students will install Linux, configure the X Window System, and learn to navigate the Linux command-line shell. Students will also learn fundamental concepts common to Linux: the kernel, Linux file system, boot process and run levels, shell scripting, and editing text files. Topics covered include:

- What is Linux?
- Installing Linux
- Configuring and Troubleshooting X
- Installing Red Hat Linux
- Installing TurboLinux 4.0
- Runlevels and Troubleshooting
- File System Fundamentals
- Navigation and the Linux Shell
- Shell Processing and Scripting
- Editing Text Files

**Who can benefit:** Employees who need to gain general knowledge of Linux installation, navigation and system features.

**Prerequisites:** Experience with Linux or Unix command line is a plus.

---

# Linux System Administration

**Code:** 495

**Duration:** 3 days

**Date:** January 11, 12 & 13, 2005

**Time:** 9:00 – 4:00

**Cost:** \$295.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.  
Prescott Park, Bldg. #3, 3<sup>rd</sup> Floor  
105 Loudon Road, Concord

Students will gain hands-on experience with kernel customization, package management, process and disk management, as well as user and group management. Topics covered include:

- Introduction to Linux Administration
- Kernel Modules and Customization
- Package Management
- Process Management
- Disk Management and Quotas
- User Management
- Scheduling Tasks and Managing Backups
- Security
- System Logs

**Who can benefit:** Students with some experience administering a server will benefit from the breadth of coverage in this course by gaining a broad overview of the most important responsibilities of a system administrator.

**Prerequisites:** Linux Fundamentals course or equivalent knowledge.

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## Computer Forensics

**Code:** 721

**Duration:** 1 day

**Date:** October 28, 2004

November 16, 2004

February 15, 2005

**Time:** 9:00 - 4:00

**Cost:** \$45.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building 3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

This hands-on one-day course covers computer forensics theory and techniques useful to both law enforcement and IT professionals. Specific topics covered include:

- Computer Security Weaknesses
- Computer Evidence Preservation
- Common Forensics Mistakes
- Identifying Computer Leads
- Computer Media
- Computer Forensics Utilities

**Who Can Benefit:** IT Staff and Law Enforcement Personnel

**Prerequisites:** Experience using personal computer applications such as Microsoft Word and Excel.

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## Data Recovery

**Code:** 722

**Duration:** 1 day

**Date:** October 21, 2004

November 18, 2004

January 27, 2005

March 15, 2005

**Time:** 9:00 - 4:00

**Cost:** \$45.00

**Number of participants:** 6 – 10

**Facility:** TechMarket Training, Inc.

Prescott Park, Building 3, 3<sup>rd</sup> Floor

105 Loudon Road, Concord

This one-day hands-on course teaches methods for recovering data from common computer operating systems. Preventive maintenance including backups will be covered. Students will see how to recover laptop and desktop hard drives and use the built-in Windows backup and restore utilities. Specific topics covered include:

- File System Types & Attributes
- Hard Drive Components & Technology
- The Role of the BIOS
- The Master Boot Record & the OS Boot Record
- Hard Disk Partitions
- Built-in Data Recovery
- Hard Drive Indexing Methods
- Points of Failure
- Data Recovery Steps
- Data Recovery Tools

**Who Can Benefit:** Systems Administrators, Managers, Computer Support Specialists and IT Staff interested in learning how to recover lost data from computer systems.

**Prerequisites:** Basic experience using a computer system.





# New Hampshire Certified Public Manager Program

## Schedule of Fall/Winter 2004/2005 Core Courses

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**Level I** (These courses are for employees presently enrolled in the CPS Program)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>	<u>Cost</u>	<u>Tracks</u>
Supervising Employee Performance	21	September 8, 9 & 10 September 15, 16 & 17 September 22, 23 & 24	8:30-4:30	Franklin Pierce	\$75	1 & 2 3 & 4 5 & 6
Creative Problem Solving	21	October 6, 7 & 8 October 13, 14 & 15 October 20, 21 & 22	8:30-4:30	Franklin Pierce	\$75	1 & 4 2 & 6 3 & 5
Introduction to Continuous Process Improvement	14	November 3 & 4 November 9 & 10 November 16 & 17	8:30-4:30	Franklin Pierce	\$50	1 & 6 2 & 5 3 & 4
Excellence in Supervision: The CPS Capstone	7	December 3 December 10 December 17	8:30-4:30	Franklin Pierce	\$25	1 & 3 2 & 4 5 & 6

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***GRADUATION CEREMONIES for Level I will be held at 1:30 PM, January 27, 2005 at the Howard Recreation Facility on the grounds of New Hampshire Hospital, Pleasant Street in Concord NH (Snow date is January 28)***

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**Level II** (These courses are for employees presently enrolled in the CPM Program)

<u>Course Title</u>	<u>Hours</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>	<u>Cost</u>	<u>Tracks</u>
Team Project determination and assignment with Peter Gamache	3	September 9	9:00-Noon	Franklin Pierce	Free	All
Collective Bargaining	7	September 14	8:30-4:30	Franklin Pierce	\$50	All
Project Management	23	October 5, 6 & 26	8:30-4:30	Franklin Pierce	\$250	All Teams
Legislative Process	6	October 12	9:00-4:00	Franklin Pierce	Free	All
Critical Thinking for Managers	18	December 7, 8 & 9 December 14, 15 & 16	9:00-4:00	Franklin Pierce	\$120	2 & 3 1 & 4
Project Review & Feedback (Each team to make a presentation of their project status to the entire class.)	7	January 10	9:00-4:30	Franklin Pierce	\$150*	All Teams
*Fee includes February consultations and other consultations your team schedules with the instructor.						
State Budget & Purchasing	7	January 14	9:00-4:30	Franklin Pierce	\$50	State employees only
Project Consultations & Team Mtgs.	2	February 8 & 9	8:30-4:30	Franklin Pierce		All Teams

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## Human Resource Management Certificate Program

### Schedule of Fall 2004 Core Courses

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(These courses are for employees presently enrolled in the Human Resource Management Certificate Program)

<u>Course Title</u>	<u>Dates</u>	<u>Time</u>	<u>Facility</u>	<u>Cost</u>
Collective Bargaining	September 21	8:30-4:30	Franklin Pierce	\$50
Supervising Employee Performance	September 29, 30 & October 1	8:30-4:30	Franklin Pierce	\$75
Benefits and Compensation	October 19	8:30-4:00	Franklin Pierce	FREE
Health and Safety:				\$100
Dept. of Labor Rules and Regs.	October 27	8:00-11:30	Franklin Pierce	
Return to Work Programs	October 27	1:00-4:00	Franklin Pierce	
Accident Reporting & Investigation	November 17	8:30-11:30	Franklin Pierce	

Joint Loss Mgmt. Committees

November 17

1:00-4:00

Franklin Pierce